



**KARRALIKA**

programs to help you choose a better life

# Annual Report 2022 - 2023





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# Report from the Chair

Reflecting on the 2022-2023 year we have seen a great deal of renewal as a country and as a community, moving beyond the restrictions of the pandemic in creating new pathways, building and re-establishing networks and communities, and reconnecting with each other.

Karralika Programs has played a significant part in this work across the ACT and southern NSW region, growing our footprint and expanding our range of professional services and partnerships to meet the needs of our communities. Beyond our delivery of exceptional services, at the policy and health systems level, much has been achieved across the ACT and NSW and I am delighted with the leadership shown by Karralika Programs through those endeavours.

Looking to the future, 2023 will be a transformational year for the community especially when all of us consider the gift to all Australians through the Uluru Statement from the Heart which will enable everyone to decide on constitutional recognition of our First Nations people.

In the ACT, our team has worked hard to support and influence the design of systems, policy, and service plans as part of the government's approach to commissioning services to meet community needs and look forward to continuing to deliver our specialist and highly regarded alcohol and other drug treatment programs for years to come. We have also actively participated in debates and forums, along with making submissions, to support best practice approaches to harm minimization, engagement of consumers in service design, addressing alcohol and other drug dependence as a health issue, and taking a human rights approach in all things. We are proud to be part of a community that has taken steps to tackle stigma, discrimination, and disadvantage and we acknowledge that there is more to be done.

In NSW, our role in the Murrumbidgee and Eurobodalla communities in delivering therapeutic services to children and young people, and in supporting Community Drug Action Teams, has supported connection and collaboration between government agencies, community services and practitioners across the alcohol and other drug, mental health, housing and homelessness sectors, education and employment services and, importantly, listening and learning from Elders.

I would like to thank the Board of Karralika Programs for their leadership and commitment to the purpose of the organisation and in support of the team. This year Board welcomed two new members Ms Gill Shaw and Ms Emma Amos, who have brought a wealth of knowledge and expertise to the organisation. I acknowledge and thank our continuing Board Directors: Ms Julie Blackburn, Dr Sally Bradford, Ms Rebecca Davey, and Ms Belinda Kendall.

It has been a highly successful year, and we look forward to growing in strength in the service of the ACT and NSW region.

I commend this report to you.



**David Templeman**

Chairman



# Report from the Chief Executive Officer

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As we celebrated our 45 years of serving the ACT and surrounding NSW communities, we have remembered the triumphs and successes, and the challenges that have helped us grow. But for most of us, we have been reminded and inspired by the strength and courage of the individuals and families who have trusted us over the years whilst on their journey of recovery and healing.

For Karralika, being one of the largest and longer standing specialist drug and alcohol services in the ACT, we have played an important role in working with partners, stakeholders and governments in the 'discovery and strategise' phases of commissioning, bringing to the fore our decades of experience and expertise, and our vision and innovative ideas for the future. These workshops and consultations have taken an enormous amount of time, but were essential in being part of designing a service system that is fit-for-purpose to meet community needs.

Our work in the ACT has continued to grow and we are excited to open the doors to our newly refurbished Adult Therapeutic Community. With ageing facilities across the ACT, we are grateful for the capital infrastructure investment from the ACT Government to upgrade their buildings and in working collaboratively with us to create a warm and welcoming space for our Therapeutic Community residents.

This year we also piloted an alcohol and other drug treatment program for women in the Alexander Maconochie Centre with the support of partners, and importantly working with the women. We hope to be able to continue this successful program into the future.

In NSW our reach and our reputation has grown in the service of communities in regional areas, and again we thank the young people and families for allowing us to walk alongside them, and thank the NSW Ministry of Health for funding these much needed programs. We are excited to be launching new programs in regional areas later in 2023, expanding the range of treatments and services available to young people, adults and families.

Across our organisation we have shared stories and learnings at various Conferences and Forums to add to the evidence-base; completed several quality improvement initiatives to strengthen and adapt our processes and programs to meet the changing needs of individuals and communities; raised our voices in support of legislative change for a human rights and social justice approach to policy, programs and self determination; and maintained our commitment to create and maintain a safe and inclusive place for our staff and for our clients and families.

I thank the Board, Consumer Advisory Body, funders, partners and communities for your guidance, insights and collaboration in the service of adults, families, children and young people, and I thank the whole Karralika Programs team for your care, exceptional skills and knowledge, collaboration and commitment to our vision, values and purpose.



**Sharon Tuffin**

Chief Executive Officer

# About Karralika Programs

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## Our Vision and Values

At Karralika Programs, our vision, purpose and values underpin every aspect of our work. We are dedicated to fostering strong relationships with our clients, families, and the community, supporting change and encouraging recovery and healing.

As a specialised alcohol and other drug treatment service, our programs are evidence based and follow best practice principles, ensuring that we cater to the unique needs of every adult, young person, and their families seeking our support. We do this by listening carefully, working with others, bringing new and innovative approaches to service design and delivery, and continuously reviewing and seeking feedback. Our integrated and holistic approach to our programs and ways of working values diversity, delivers quality, embeds integrity, and above all is respectful.

Our history and our vision emphasise our role in helping others to identify and map their journey towards living the lives they want for themselves and their families, where our programs are excellent and valued by those we support. We maintain a learning mindset, encouraging curiosity and openness to evaluate circumstances and consider change.

Our approach is flexible and creative, allowing us to effectively respond to the diverse needs of those we support. If we are unable to provide the most suitable service to meet a client's needs, we look to connect them with other services that will help them achieve their goals. This client-centred focus drives our determination to make a positive and lasting difference.

### Vision

People living better lives.

### Mission

We deliver excellent services, valued by our clients.

### Values

Karralika sees the potential in every individual – employees, clients and stakeholders and seeks to consult and engage individuals in all aspects of its operations.

Our commitment to meeting the needs of clients and their families is resolute. We are skilled in what we do, and we work with others to bring a holistic and considered approach to each situation and each person. We actively empower and enable individuals to advise, co-design and refine services, programs, and operations so their fullest potential might be realised.

## 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

**Goal: Staff are engaged, supported, qualified and caring.**

- We will attract, nurture, and retain individuals who not only enrich our organisational culture but also possess a deep passion for our mission and those that we serve.
- We will provide regular professional development and training opportunities to support our people to perform their roles efficiently and effectively.
- We will foster a strong work culture that promotes positive and safe interactions between staff and clients.
- We will acknowledge and celebrate individual and team successes, through verbal and written recognition, and awards.

### 2 Financial Management and Sustainability

**Goal: We are financially responsible and have diverse sources of income.**

- We will work with a range of funders and will diversify our income streams.
- We will renew existing funding and pursue new and increased income through government contracts, grants and partnerships, fee-for-service, philanthropic funding, and donations.
- We will demonstrate value for investment and strong impact in the community.
- We know the cost of delivering quality services and plan for the future.





### 3 Growth and Innovation

**Goal: Our clinical practice is leading edge. Our team responds to new and emerging needs.**

- We will focus on meeting the needs of individuals, families, and community and respond to new and emerging needs.
- We are committed to enhancing our ability to provide exceptional programs, allowing us to be innovative in our approach to better assist people and communities.
- We will actively seek and listen to feedback from staff, clients, families and stakeholders on experiences and ideas and areas for improvement and innovation.

### 4 Programs and Services

**Goal: We have a range of services to meet people's needs. We will collaborate and utilise partnerships to help us to meet people's needs.**

- Our programs and services are accessible and are based on best practice principles of inclusion and valuing diversity.
- We will provide a culturally safe environment that supports staff and clients to feel safe, valued, and respected.
- We understand community needs and establish services underpinned by evidence with a focus on outcomes.
- We will foster partnerships and collaborate with other organisations and agencies to expand the reach of our programs and services to meet the needs of people., We partner with organisations who have shared-values, strategic alignment, and commitment to service excellence.
- We will continuously monitor our programs and services to ensure they are meeting the needs of individuals, families, and communities.

### 5 Process

**Goal: Our systems support people to do their work. We meet or exceed business and quality standards.**

- We prioritise quality in every aspect of our systems and processes to ensure they are reliable, efficient, and exceed business standards.
- We will continuously monitor and evaluate our systems to ensure they remain effective and meet the evolving needs of our people.
- We will regularly gather feedback and data and use this to inform ongoing quality improvements.
- We will maintain our accreditation and invest in systems to support the work we do.

Throughout the implementation of our Strategic Plan this year, we made significant progress across all five key areas of focus. Our utmost priority was to support our staff and clients, along with their families, as we moved beyond the pandemic, and towards new ways of working along with modified services and programs and changing needs of our clients and communities.

Our commitment to being responsive and flexible in service delivery remained unwavering, ensuring that we continue to provide excellent care that is client-centered and family-inclusive approach. We do this in collaboration with clients, partner organisations, funders and stakeholders, and with our dedicated, caring and highly skilled staff. A focus on establishing and maintaining a safe, respectful, inclusive and enjoyable work culture for our staff is a core component of great service delivery and outcomes for clients.



(Artist Floss Fletcher, dedicated to Julie Tongs, Winnunga Nimmityjah and gifted to Karralika Programs)

## Our Commitment to Reconciliation and Inclusion

Karralika Programs is committed to listening, learning, taking action, seeking feedback and engaging with staff, clients and stakeholders, as we continue to make changes improve.

This year our emphasis on creating a safe and welcoming place for staff, clients and families was strengthened through the championing work of our Reconciliation and Inclusion Committee. It is a journey, and we acknowledge that there is still much to learn and more that we can do, but we acknowledge our work so far.

We acknowledge the significant impacts of stigma and discrimination experienced by people who use drugs, those who identify as members of the LGBTIQ+ community, those with disabilities and people from culturally and linguistically diverse backgrounds and cultures. We also consider the significant and enduring impacts of colonisation and land dispossession for our First Nations Peoples, along with the health inequalities they experience. We add our voice to stronger recognition and support for self-determination and a fervent passion for closing the gap.

### Recognising and celebrating diversity

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

This year all staff completed the Diversity Council of Australia (DCA) training, as well as on the ground information and education, sharing of stories and experiences, and ways to strengthen and improve our understanding of, and response to addressing, the intersectionality of discrimination and marginalisation so many in our community experience.

#### FEEDBACK FROM OUR CLIENTS

“Going on cultural engagements and learning about my partner’s and children’s culture has been amazing thank you.”





*Pictures: Emu Egg painting with Tiana House [jpeg to be provided]*

## Recognising and celebrating Culture

This year we continued involvement in many local community activities and took part in National days of significance. As a staff cohort we listened and learned about the rich history, challenges and culture of our First Australians. Together with our Aboriginal and Torres Strait Islander Cultural Support and Liaison Worker, 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, Welcome to Country smoking ceremonies and outings on Country. A client's pathway into treatment commences when they make the first call to Karralika Programs. Having Cultural Workers that can be the first point of contact who support First Nations Peoples through the process of assessment and intake has assisted clients to enter residential treatment and remain in the program. Every new Aboriginal and Torres Strait Islander adult and child has a welcome to Ngunnawal on Country outing with our Aboriginal and Torres Strait Islander Cultural Support and Liaison Worker and we are grateful to have a Traditional Owner working with our staff and clients..

## Reconciliation and Inclusion Committee

Throughout the year the Reconciliation and Inclusion Committee (RIC) supported a number of activities with staff and clients including recognising days of significance and using those to share information and raise awareness and thereby creating a safe, welcoming and inclusive workplace for people from diverse backgrounds and lived and living experiences. Areas of focus included:

- Consultation and reflection of our Acknowledgement of Country across all lands that we live and work on;
- Embedding cultural activities within a clients treatment plan to support connection or reconnection to culture, community and country for our Aboriginal and/or Torres Strait Islander clients;
- Development of the Diversity and Inclusion Policy and Procedure and a review of organizational policies to be gender neutral;
- Rolled out the Diversity and Inclusion training from Diversity Council of Australia for all staff across all programs; and
- Review of our approach, language and processes of recruitment and onboarding to support staff from diverse backgrounds, and embedding our values.
- Continuing to promote



## Building a healthy and safe place to work and engage

### Consumer Advisory Body

Karralika Programs has at its heart, the desire to support our clients and 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.”



This year our Advisory Body (6 members) met bi-monthly, attended Karralika Board Forums and have contributed significantly to the organisation’s strategic direction and quality improvement processes.

Key areas of focus for the Advisory Body included feedback and insights on the Karralika service user satisfaction tool, feedback and day program elements, participation in the Alcohol Tobacco and Other Drugs Association of the ACT (ATODA – peak body) on their Service User Satisfaction Survey and others listed below:

- ACT Commissioning process; specifically, the ACT Lived Experience panel being established to provide consumer advice to the Commissioning process and the sector, more broadly
- Karralika’s Lived Experience Mentor role
- The ACT Drug Strategy Action Plan
- Karralika Programs Quality Improvement Plan and accreditation through the Quality Improvement Council
- Evaluation and monitoring framework for the Karralika Programs Non-Residential Withdrawal Program; specifically, providing advice on the consumer survey
- ACT Housing; specifically, how to ensure that consumers’ are able to provide advice safely to ACT Housing
- The identification of service gaps in the AOD sector
- Exploration of how to ensure inclusivity in representation within the Advisory Body
- The development of new advertising materials for the Consumer Advisory Body and a revision of the Handbook.

#### CONSUMER ADVISORY BODY MEMBER FEEDBACK

“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

The Quality Improvement and Compliance Committee (QICC) has developed and progressed a number of key activities under the Quality Improvement Plan including:

- Review and establishment of procedures to support the assessment of client risk across the organisation.
- Review and update of intake and assessment procedures.
- Establishment of a duty work system to support client intake and responsiveness to inquiries.
- Review and update of treatment planning procedures including a treatment planning policy.
- Development and implementation of a group work training package for staff.
- Establishment of project to assess our trauma informed practice and approaches.
- Establishment of project to explore support for LGBTQIA+ clients.
- Review and update of the Matrix Day program.
- A review student placement framework including updates and supports.

## GROUP WORK TRAINING

This year an outstanding Group Work Training package was developed in-house through the QICC and a working group.

Therapeutic groups are an essential component of the TC Model providing a significant method for residents to learn about themselves, their behaviors and their relationships, building their skills, knowledge and confidence. As such it is also essential for facilitators to have sound understanding of effective group work practice to be able to manage and coordinate the core objectives of the group (its topic or content), whilst ensuring that the process of the group is also therapeutic.

The training was extensive and covered a range of topics including group work theories and approaches, group dynamics, facilitator skills, trouble shooting and pre and post group work practice among others. A comprehensive training manual, issued to participants, supported the face-to-face training and will be rolled out across other programs within Karralika.



## Health, Safety and Wellbeing Committee

Karralika Programs is committed to supporting the health, safety and wellbeing of our staff and all who engage with us. One of the ways we champion this across our organisation is through the Health Safety and Wellbeing (HSW) Committee. The Committee comprises representatives from each program area with diverse expertise and a shared passion for creating and maintaining a safe and healthy place of work for our staff, and for our clients and associates. We action this through quality improvement initiatives and recommendations, education and resources, and monitoring of our activities.

This year our Committee continued the engagement with Smiling Mind, an Australian-based not-for-profit organisation providing mental health and self-care programs. Staff were encouraged to engage with the app and practice mindfulness and other positive mental health activities.

The Committee also undertook a review of worker safety related to buildings and security, particularly for staff working in offices that were more isolated or where staff were working alone. Recommendations and education around keeping safe were progressed.

### FEEDBACK FROM STAFF PARTICIPANTS IN THE SMILING MIND PROGRAM

“This was a wonderful program to participate in. Despite previous knowledge, I still gained a lot of new information to assist. Now I need to embed those into my self-care routine. Appreciative of the opportunity to participate.”

“I’m more aware of how important it is to practice mindfulness/self-care while at the workplace.”

### OUTCOME STATISTICS FOR SMILING MIND

Impact for participants:

**36%**

Reduced stress



**21%**

Improved focus



**93%**

Perceived benefit of the program



# 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 Profile

FULL TIME:

39

PART TIME:

18

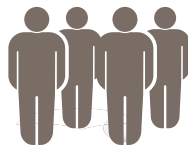
CASUAL:

13

TOTAL STAFF:

69

SLEEPOVER STAFF: 4



CEO: 1



MANAGERS: 4



CLINICAL DIRECTOR: 1



COORDINATORS: 2



CULTURAL SUPPORT: 1



SUPPORT WORKERS: 14



PEER MENTOR: 1



PRIMARY HEALTH NURSES: 5



CORPORATE SERVICES STAFF: 7



COMMUNITY DEVELOPMENT OFFICERS: 2



CASE MANAGERS: 14



NURSE PRACTITIONER: 1



COUNSELLORS: 8





## 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 asking a series of questions 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.

**100%** can easily articulate the purpose of the organisation

**94%** are happy to come to work most days

**94%** have job autonomy

**94%** understand what is expected of them

**90%** say their job gives them satisfaction

**90%** have tools and systems to effectively perform their role

**87%** said they feel valued at their workplace

**97%** believe the organisation is true to its mission

**97%** believes the organisation seeks and values the voice of the consumer

After several years of change as a result of external factors (e.g. Covid, rising cost of living) and internal changes (e.g. site renovations and resulting program modifications) we also invited staff to share their perspectives on their own health and wellbeing through a pulse survey. The survey asked about health and wellbeing, physical health, sleep, nutrition, mental health, sense of self, connection, culture and inclusion. Key highlights include:

**73%** feel content with their overall personal health and wellbeing

**75%** feel good about their mental health

**88%** agree they can bounce back and have the tools (resilience)

**85%** agree they can be their authentic self at work

**95%** agree that working at Karralika gives a sense of purpose

**90%** feel respected at work

**74%** agree our culture is aligned with organisational values

**80%** agree our culture is inclusive (18% neutral)

**80%** agree Karralika respects setting boundaries to manage work (15% neutral)



# Workforce Recognition and Development

Our staff are as diverse as the people we support and the communities within which we all live and work. This diversity positively impacts our work and how employees learn and relate to each other. The Karralika Programs workforce are skilled professionals who live by the Karralika Programs values in the work they do each day.

Our staff team has continued to deliver high quality services, working together to review and enhance what is offered to clients, and modifying the way they work as a team across sites in a hybrid environment.

We are an organisation that supports the development needs and aspirations of each staff member. We pride ourselves on providing a workplace that is safe, offers flexibility to meet the needs of our people operationally wherever we can, and to be responsive to their needs and the needs of our clients and families.

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, professional development, a mix of full-time, part-time, and casual roles, supporting a healthy work-life interface and promoting the importance of self-care.

Our staff participate in formal and informal training and development, coaching and mentoring (in-house and external), and have access to external clinical supervision or group supervision and practice support to maintain our service excellence. Attendance at network meetings, roundtables and events, online education forums and sector activities support connection, shared learnings and job satisfaction.

Examples of some of the activities this year include:

- Diversity and Inclusion training with Diversity Council of Australia (DCA)
- RAPS, Reconciliation, and the Referendum webinar (DCA)
- Recruiting Neurodivergent Talent: The 10 Guiding Principles (DCA)
- First Aid, and Mental Health First Aid
- Conference attendance – APSAD and NADA
- Cultural Awareness
- Presentation at 10th International Criminal Justice Conference
- Acceptance and Commitment Therapy
- Justice Reform Group and Canberra Restorative Community meetings
- The Future of Leadership
- Advanced Motivational Interviewing
- Treatment of Co-Occurring Traumatic Stress and Substance Use Problems Among Adolescents: State of the Science and Future Directions
- Building Peace and Resilience in disaster-affected communities,
- Practice Guidelines, ACON LGBTQIA+ & Mental Health
- Lighthouse Project – family law pathways.
- Current Trends in overdose and drug-induced deaths
- Minimum Qualification Strategy for AOD and Certificate IV Alcohol and Other Drugs



Karralika Programs also supports staff and family wellbeing through providing access to an Employee Assistance Program (counselling services) for work or personal issues. Staff and their families can access this service confidentially throughout the year.

## Community of Practice for Counsellors

With a team of qualified and experienced counsellors working across our many programs and locations, the Community of Practice provides forum for our counsellors to come together as a peer group to reflect on each other's practice and provide support for one another. The Community of Practice augments the extensive formal individual and group clinical supervision provided to counsellors by external providers, funded by Karralika Programs.

Topics typically covered in this peer led forum include the general wellbeing of counsellors, ethical issues and presentations on professional development training members may have undertaken. The forum also gives the counselling team an opportunity to contribute to organisational planning and the evaluation of strategies affecting clinical practice. It is also an important component of Karralika's commitment to consultation and reflective practice to ensure the counselling team stays abreast of best practice in the counselling field and is able to provide clients with the highest quality care possible.

## Community of Practice for Nurses

Our nursing team are geographically dispersed across 4 locations in ACT and NSW and get together monthly in person/virtually as a Community of Practice with an established mission and vision creating a supportive and thought-provoking space for nurses. Every second month, the Community of Practice session is facilitated by a highly qualified and experienced external clinical supervisor, providing group supervision to the nurses.

Our Community of Practice forum encourages nurses to share their experiences, knowledge and skills with one another as well as participate in peer consultation mechanisms to support growth as practitioners. The forum encourages clinician led practice change as all nurses have a sense of ownership in the discussions, and embeds continuous quality improvement and situated learning as core to our way of working.

## Student Placements

This year Karralika Programs supported 15 students to conduct their placements in support of their study. Fields of study included counselling (Masters, Graduate Diploma, Diploma), Certificate IV in Alcohol and Other Drugs, Social Work, Nursing and Psychology.

Our investment of time and support for student placements aims to provide our future workforce with hands-on practical application of their theoretical learnings, and an experience of working in a specialist alcohol and other drug service. Staff supervising students share their wisdom and enthusiasm for the field, as well as their expertise and skill and we are grateful for that.

# 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, children and young people, couples and families, and offer support to their families. Our programs also support First Australians, those from diverse backgrounds including gender and sexuality, 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 and support individuals and families to meet their own goals.

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, 859** people received a service from Karralika Programs, including an assessment.
- **59% were male** and **41% female** (this includes our two male only program).
- **Of those clients, 19%** identified as **Aboriginal and/or Torres Strait Islander**.
- **There were almost 14,000** client contacts completed in the year.
- **184 adults, children and young people** received nursing support in the community (not including nursing support received in the residential programs) across ACT and NSW.
- **321 adults, children and young people** received counselling in the community (not including counselling performed whilst participating in residential programs) across ACT and NSW
- **86 adults** participated in a residential program (Adult and Family TC, Nexus and Transition)

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.



**32%**  
STIMULANTS



**18%**  
CANNABIS



**35%**  
ALCOHOL



**8%**  
OPIOIDS



**1.1%**  
NICOTINE



**2.8%**  
OTHER

# Residential Services

2023 marks 45 years of delivering residential rehabilitation services within the ACT. Our approach to care is firmly rooted in the principles of the Therapeutic Community Theory Model and Method. While adapted to suit our context and our clients, our programs have ‘community as method’ at the heart of our Therapeutic Community model.

Within the Australian Capital Territory (ACT), Karralika Programs operates two distinct Therapeutic Communities (with a third being operated out of the Alexander Maconochie Centre – see Justice Services). These are:

1. Adult Program: supporting single adults and couples 18 years of age and over who are seeking residential treatment for alcohol and drug-related issues.
2. Family Program: Designed for single or coupled parents enables parents to undertake the program to address their alcohol and other drug use whilst remaining as a family unit through having their child/ren up to the age of 12 years living with them.

Our Residential Programs embrace a comprehensive, multidimensional approach to healing and recovery. This involves individual and group therapy, educational sessions, life skills training, and fostering connections. Typically of medium to long duration, our programs follow a phased structure. Beginning with Karuna, which can also serve as a short-stay option, participants progress through treatment, gradually going deeper into the underlying reasons for their substance use in a supported environment with skilled and caring professionals. A graduated and supported transition back to community along with after care is a key component of both programs.

The concept of “Community as Method” encapsulates the shared commitment of program residents to communal values. Living and collaborating as a community, residents work together to facilitate healing, nurture self-esteem and identity, and cultivate social responsibility through mutual self-help and self-guidance.

Clients receive support from a diverse team of professionals, including Case Managers, Alcohol and Other Drug Workers, Counsellors, Coordinators, a Primary Health Nurse overseeing health and medical needs, and a Chef supporting healthy meals and providing nutritional education and skills. Residents actively engage in various activities, such as communal living, therapeutic group sessions, one-on-one counselling, health and wellness programs, community events and a cultural program.

The Family Program specifically caters to single or dual-parent families with their children up to the age of 12 years. This program emphasises a holistic, family-inclusive approach to treatment and support. Beyond recovery, this program includes a focus on enhancing parenting skills, family dynamics, and parent-child relationships. Support for child health, security, and development also features prominently. Younger children partake in local early childhood programs and playgroups, while school-age children attend local schools and engage in extracurricular activities and holiday programs. Our close collaboration with schools and children’s services ensures comprehensive support.

Parent, child and family case management are core element, supplemented by individual or couples counselling and referrals to specialist child development services for children. For First Australians, active engagement and support to connect or re-connect with culture and country is a priority and core part of both recovery and healing. This is the same for singles and couples in our Adult Program.

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) that supports individuals and families to participate in residential programs.

## Highlights

This year the team participated in a series of quality improvement initiatives as well as the commencement of a site refurbishment at the Adult Therapeutic Community. All accommodation modules were completed refitted with new flooring, painting, laundry and bathrooms and we are excited to reopen the modules and welcome residents. The main building was repainted inside along with replacement of carpet and flooring in the dining room, bringing the buildings back to life. Outdoor landscaping will be next on the agenda. We thank the ACT Government for working with us on this renovation and for the urgent infrastructure upgrades to the site built in 1989.

We also thank our staff and our residents who showed enormous resilience, patience and understanding of the changes to program delivery, operations and accommodation that were needed in order to support the renovations. Our staff have been and continue to be supportive and steadfast in their commitment to maintaining and delivering quality treatment amidst the significant changes that are needed. Our residents have been just as resilient and committed to continuing their individual and collective treatment programs. They have shown such understanding and cooperation in responding to the often-challenging circumstances that they have been asked to accommodate. Their willingness to persevere is inspiring and a credit to them. Their learning to effectively manage change during this period will hold them in good stead for their continuing recovery.

## Good news stories

In line with the creative learning experiences offered as part of our TC program, residents and staff continued to engage in learning the Drumbeat Program with a magnificent performance of Katy Perry's Firework on our Djembe Drums, guitars and percussion instruments, backed by our trio of fine voiced resident singers. This was the first performance of the newly formed group where residents courageously challenged themselves to learn and deliver something that they had never done before. This was a joyous experience for the players and the staff audience, and we hope that this will be the first of hopefully many more performances in the future.

Additionally, fantastic outcomes have been able to be achieved for our residents through our collaboration with several of our community partners. These positive relationships have held the best interest of the clients at the heart of decision making and program delivery and highlight the importance of our continued alliances with agencies across the community services sector. Many thanks to Karinya House, the Department of Communities and Justice funded Staying Home Leaving Violence Program, ACT/NSW Aboriginal Legal Service and NSW Housing and the Family Violence Liaison Officer with Queanbeyan Police.



## FEEDBACK FROM OUR CLIENTS

"I love this program. It's changed my life. The staff are very special to me, and I couldn't have got to this stage without this place."

Thank you  
to all

Staff are  
wonderful

### RESIDENTIAL SERVICES (FAMILY AND ADULT TC) KEY INFORMATION (DESIGN AS PER LAST YEAR)

- **69 adults** participated in the program throughout the year
- **The majority** of residents self-referred
- **30 Men** participated throughout the year
- **39 Women** participated throughout the year
- **27%** completed one to 8 weeks
- **54%** completed 2 to 6 months of program
- **19%** completed 6 to 12 months of program
- **19** children between 0-12 years accompanied their parent/s in program
- **23** residents identified as Aboriginal and/or Torres Strait Islander
- **89** days was the average length of stay at the Adult TC
- **165** days was the average length of stay at the Family TC





PRIMARY DRUG OF CONCERN REPORTED FOR ADULT TC



**45%**  
STIMULANTS



**7%**  
CANNABIS



**41%**  
ALCOHOL



**5%**  
OPIOIDS



**2%**  
OTHER

PRIMARY DRUG OF CONCERN REPORTED FOR FAMILY TC



**69%**  
STIMULANTS



**8%**  
CANNABIS



**23%**  
ALCOHOL

# Community Services

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

## Assessment and intake

Large numbers of inquiries for assessment to participate in our residential programs continued throughout the year, particularly notable as the pandemic down-scaled and those in the community felt ready to address their alcohol and other drug use. This, along with the refurbishment of the Karralika Therapeutic Community that reduced the number of beds available, so an increase in the number of clients receiving support in the community whilst waiting for admission. A duty work system was introduced to increase capacity to manage larger numbers of inquiries and support needs.

The Intake and Assessment Case Manager provides intensive case management support to clients waiting for admission to the residential program, providing practical support with housing, finances, and other personal matters to be settled prior to entering treatment.

The Case Manager, with support from the duty work system, work with clients to maintain motivation and preparation for entering programs and in referring and linking people to other services and programs.

## Aftercare Program

All clients completing a program of treatment with Karralika Programs, whether that is completing a residential program, day program or our Nexus and Transition Programs, are provided with aftercare support to assist with reconnecting and returning to the community. This program includes brief interventions, phone check-ins, case management sessions and, if requested, access to additional counselling and is an important service for clients in early recovery or those seeking additional supports to reduce the harms associated with problematic alcohol and other drug use.

## Client feedback

### ASSESSMENT / INTAKE

“I am ever so grateful for the kindness and patience shown to me. Thank you for not giving up on me you are an awesome group of people.”

### AFTERCARE

“Thank you for being there when I called and listening. I knew I was making the right choice for me and my child and having someone to talk things through helped me in those early post TC moments.”

“I was lucky to have workers who kept in contact with me as those first few days after I left the TC I wondered if I had made the right decision.”

## Community Counselling

Karralika offers specialist alcohol and other drug counselling to support clients in Nexus, Transition, Matrix Day Program and Aftercare, as well as those waiting for admission to one of our residential rehabilitation programs.

This year demand for community counselling increased this year because of the refurbishment of the Therapeutic Community Adult Program and the temporary reduction in bed numbers as a result. We increased the availability of counsellors to meet the needs of clients approved for the Adult and Family residential programs and waiting for admission as it is crucial that clients are supported around harm minimisation strategies as well as retaining motivation and preparation to enter the residential service.

The counselling team continued to engage in training and professional development opportunities to support their practice in providing up-to-date evidence-based therapies to their clients. One of our counsellors attended training in EMDR Therapy (*Eye Movement Desensitisation and Reprocessing*) which is an evidence-based psychotherapy treatment designed to alleviate the distress associated with traumatic memories. The counsellor who completed the training has provided presentations to our Clinical Team on EMDR and has commenced the therapy in his sessions with clients who have agreed to participate.



### Client story

Bob [not their real name] came to us with a significant dependence on alcohol and at times had also consumed methamphetamine. Bob lost their job, were isolated and had liver function concerns. But after completing the Matrix Program, Bob is engaging well in the community, has restored friendships and family connections and is now employed. Bob's liver function is under control with continued support from a health professional, and has lost an incredible 66 kgs after prioritising their health. Being more financially stable, with a positive outlook on life, Bob is living the life they want for themselves.

Chris [not their real name] came to Karralika Programs with severe dependence on cocaine and alcohol, having lost their place of residence and disconnected with their partner and children. Presenting very angry during initial contact and refusing to acknowledge any trauma from their time in the military, the client slowly began to share their history of injury, nightmares and flashbacks as a result of military service, along with childhood experiences. Becoming aware that trauma does not mean a weakness of character, Chris worked with the Counsellor, and a Psychiatrist to support and treat their PTSD. This, along with regular appointments, has seen Chris begin to reengage in the community, with a strong focus on their overall biopsychosocial needs, regularly attending the gym and starting an apprenticeship. Chris has stopped drinking alcohol and all drug use, quit smoking and is deeply committed to their recovery.

CLIENT FEEDBACK

“After completing the Karralika Family TC program I moved into the Transition and final stage of my time with Karralika. After being in a long-term TC program, moving back into the community came with some challenges. Along with other supports the Outreach Counselling program was an essential part of helping with this transition. It provided a space for me to seek help and guidance with this move and the reality of being in early recovery. The counselling support was focused on my individual needs, it also changed and moved as I grew into my recovery and prepared to leave the program. The outreach counselling program was essential part of my completing the program and successfully moving out into the community.

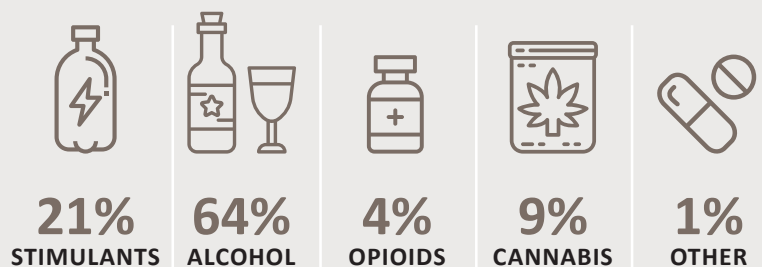
“Karralika has saved my life. I don’t know where I’d be today without the help and support, I have received. I urge anyone struggling with addiction to reach out for help”.

“From day one, I felt the doors were open at Karralika and I was welcome to share my story. The counselling I have received has helped me really understand myself and my addiction and this has set me on course to live my best life without drugs”.

**SPECIALIST COUNSELLING KEY INFORMATION**

- **70 people** participated in the program throughout the year
- **56%** identified as men
- **44%** identified as women
- **7%** identified as Aboriginal and/or Torres Strait Islander

**PRIMARY DRUG OF CONCERN REPORTED:**



## Matrix Day Program

Our Matrix Day Program has been in operation since December 2021. This internationally validated and evidence-based 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.

Demand for the program has continued to increase, with the number of referrals growing each year. Participants of Matrix come from a range of circumstances including referrals from the Drug and Alcohol Sentencing List, those stepping down from a residential rehabilitation program, and those who need a little more support to continue their recovery journey.

This year, Matrix included a cultural element as part of Karralika's continuing commitment to reconciliation and inclusion, supporting people to connect or reconnect with their culture and mob. Our Aboriginal and Torres Strait Islander Culture Liaison and Support Worker delivered educational information, stories and arts and craft activity which were well received by participants.

As part of Karralika's approach to quality improvement, we regularly seek feedback from clients regarding their experience of our services. This feedback, along with input from our staff, was gathered and used to inform a review project that will strengthen and improve client experience and outcomes.



### Client story

Following a comprehensive assessment, Wendy (not her real name) a 31-year-old woman with problematic alcohol use was enrolled in the Matrix Day Program. Wendy attended all early recovery, relapse and prevention, and social groups and was an active and positive participant often sharing her experiences and contributing to meaningful recovery discussions.

Although Wendy struggled to adjust to being abstinent from alcohol in the first few weeks, our Lived Experience Peer Mentor supported Wendy to remain focused on the goals she was wanting to achieve.

Committed to maintaining her abstinence, Wendy participated in weekly counselling sessions also available through the program, increased her positive social networks and attended AA self-help groups. After celebrating the completion of the Matrix Program, Wendy expressed her gratitude for the Matrix Program and the skills and strategies she has learned for life.

The Karralika Aftercare team followed up with Wendy and were delighted to hear that she had maintained her abstinence from alcohol, re-gained employment and continues to regularly attend AA as part of her recovery.



## FEEDBACK FROM OUR CLIENTS

“Other participant’s insights and discussion. Contributions from the peer group leader (Jenn) was invaluable to my experience”.

“It was a very positive and supportive experience. I learned so much and it has helped me develop more confidence. The staff are incredible”.

### MATRIX DAY PROGRAM – KEY INFORMATION

- **71** clients enrolled into the program.
- **38%** women participated in the program
- **62%** Men participated in the program
- **14%** identified as Aboriginal and/or Torres Strait Islander
- **2335** Direct client contacts

### PRIMARY DRUG OF CONCERN REPORTED:



**38%**  
STIMULANTS



**41%**  
ALCOHOL



**15%**  
OPIOIDS



**6%**  
CANNABIS



*Photo of Cadets and Karralika Programs Nexus and Transition Case Managers*

## Nexus Men’s 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 to focus on relapse prevention and putting into practice their harm minimization tools and strategies.

With the support of Case Managers and Counsellors, clients can step down from residential rehabilitation or can step up from community into a semi-structured and supportive program to consolidate learnings from previous treatment.

Clients of the Nexus and Transition programs participate in the Matrix Day program, attending regular groups, individual case management, counselling and time with our Lived Experience Peer Mentor.

### HIGHLIGHTS

#### *Weary Dunlop Program*

This year we were very fortunate to have first-year Training Officers from the Australian Defence Force Academy (ADFA) volunteer their time as part of the Weary Dunlop Program (a partnership between ADFA and Volunteering ACT) to beautify the grounds of our Nexus and Transition Program houses.

Thirty Cadets provided gardening services and built garden beds at our houses, learning about the programs we deliver and hearing stories from staff and clients. In addition to creating lovely spaces for our clients, this activity helps to break down the stigma often associated with alcohol and other drug use through sharing stories and understanding the importance of programs that are . It was a successful event, and these Cadets can take their experience and knowledge about treatment and recovery with them in their roles and the broader community.



*Photo of Cadets and Karralika Programs Nexus and Transition Case Managers*

### Vocational education and training

Part of the Nexus and Transition Programs involve supporting clients to engage and re-engage in activities within the community, including volunteering, studying and returning to the workforce. Engaging in study is a positive stepping stone for clients to re-enter the workforce, gain confidence, time management skills and confidence to support a smooth transition into paid employment. This year a number of our clients completed studies in Community Services, Alcohol and Other Drugs and in Mental Health.

### Good news stories

Our programs continued to support individuals and families with successful reintegration into the community. Transition provides a safe and supportive environment for families to exit the therapeutic community and reintegrate into the wider community. Recovery involves change and children's lives are also impacted by their parent/s recovery journey.

Our case managers and counsellors support the whole family through these changes to establish community support and work through many emotions and challenges that arise when creating a new life.

Celebrating the successful completion of their programs, two families left our Transition Program and moved into their own houses, supported with a plan and strong community connections and links with services. The children were able to remain in the same school throughout, providing stability and security whilst adapting to their new home environments.

The families established a supportive strong friendship together in the program, forming a strong recovery community along with the support provided by the Aftercare team.



### My journey (in the words of client)

"I started my recovery journey with Karralika Programs in June 2021, when I entered their residential Therapeutic Community. Originally, I was bailed on a court order to attend a residential rehab facility for a minimum of 8 weeks. However, I found admiration for the values and principles in which the program stands for, so I decided that I would stay and do whatever it takes to make a better life for myself. Living in this Therapeutic Community offered daily opportunities for me to interact with my fellow peers in a way that has been aimed at supporting each other work through our ongoing treatment issues together.

Since then, Karralika has supported me for over 24 months. I graduated from the Therapeutic Community, and completed their Transition Program within the broader community. While being in transition I was encouraged by Karralika to continue creating a support network to ensure that I have a safe and secure community of people who I can trust will support my ongoing sobriety.

I am grateful for all the support I have received in cooperation with the Karralika staff; and especially the support and contribution from other residents who have been through this program also. I have learned some of the most valuable lessons from listening to other people's journeys as much as I have about myself in sharing my own journey with others.

This program requires its participants to find a willingness to make an honest commitment to change. I believe it is safe for me to allow myself to be vulnerable with Karralika staff and other residents who also share the passion and commitment towards their own personal recovery."



### NEXUS PROGRAM (ACT) KEY INFORMATION

- **11 Men** participated in the program through the year
- **418** Direct client contacts
- **105** Days was the average length of stay
- **1** Client identified as **Aboriginal** and/or **Torres Strait Islander**

### PRIMARY DRUG OF CONCERN REPORTED:



**27%**  
STIMULANTS



**36%**  
ALCOHOL



**36%**  
OPIOIDS

### TRANSITION PROGRAM (ACT) KEY INFORMATION:

- **6 Adults** participated in the program throughout the year
- **33%** identified as men
- **67%** identified as women
- **17%** client identified as Aboriginal or Torres Strait Islander
- **410** Direct client contacts

### PRIMARY DRUG OF CONCERN REPORTED:



**67%**  
STIMULANTS



**33%**  
ALCOHOL

### SPECIALIST COUNSELLING KEY INFORMATION

- **70 People** participated in the program through the year
- **54%** identified as men
- **44%** identified as women
- **7%** identified as Aboriginal and/or Torres Strait Islander
- **397** Direct client contacts

### PRIMARY DRUG OF CONCERN REPORTED:



**28%**  
STIMULANTS



**46%**  
ALCOHOL



**10%**  
OPIOIDS



**15%**  
CANNABIS



**1%**  
OTHER

### OUTREACH/AFTERCARE SERVICES KEY INFORMATION:

- **57 People** participated in the program through the year
- **49%** Identified as men
- **51%** identified as women
- **25%** identified as Aboriginal and/or Torres Strait Islander
- **285** Direct client contacts

### PRIMARY DRUG OF CONCERN REPORTED:



**40%**  
STIMULANTS



**49%**  
ALCOHOL



**4%**  
OPIOIDS



**7%**  
CANNABIS

## CLIENT FEEDBACK

“I’m very grateful for being in the Nexus program. Prior to coming into the program, I had just completed a 3-month residential program. However, I still felt the addiction fog in my brain. All the support I had in the Nexus program has allowed me to be a little more confident with my recovery. I really love the case-by-case support and the thinking out-of-the-box interventions.



### Client story

A 56-year-old woman, Betty (not her real name), whose primary substance of concern was alcohol, was referred to the Matrix Day Program and commenced attending the groups. Betty’s attendance at the group was inconsistent as she was struggling with her drinking. Realising she needed more intensive support, Betty asked to be assessed to come into the Karralika Therapeutic Community. When Betty was told she would be admitted to program, Betty started working with the Case Manager to book her detox and start making plans to enter the Therapeutic Community (TC).

Following completion of her detox, Betty was collected from the hospital and taken to the TC. Entering a TC, or any residential rehabilitation program, for the first time can be an overwhelming experience for most people and for older cohorts it can have added complications as many individuals struggle to accept this is where their life has taken them. Betty did find it hard to leave the community and come to the TC, and left after a few days.

Every person leaving one of our programs, for whatever reason, are supported through the Aftercare Program. Betty was contacted by the team quickly, as this was a high-risk time for her, and the Case Manager provided daily support including encouraging Betty to attend AA meetings and reach out to her positive support people. Unfortunately Betty began drinking heavily again, but with the support of the Case Manager Betty reconsidered her situation and asked to be reconsidered for the TC.

With a bed available, Betty again attended detox and re-entered the TC. With recovery going really well, Betty expressed her gratitude to the team for ‘not giving up on her’ and acknowledged that without their support, her life would have been very different.

Betty’s story is not unlike many others who need support and encouragement to stay in contact and find the right service that will meet their needs and recovery goals.



Tiana - Our Career Ambassador

## Aboriginal and Torres Strait Islander Cultural Support and Liaison Program

Karralika Programs continues to be in a privileged position to have our Aboriginal and Torres Strait Islander Cultural Support and Liaison Worker, Tiana House, providing rich meaningful cultural experiences for both our clients, their families and staff, as well as a safe and culturally appropriate welcome to our services in the ACT. Our goal is to have this expanded to include cultural support and engagement across all locations.

Activities undertaken during the year included:

- Cultural activities delivered across the Adult and Family Therapeutic Community, Matrix Program, Solaris, and the Women’s Pilot AOD Program in the prison.
- Aboriginal and Torres Strait Islander arts and crafts such as, emu egg painting, weaving workshops, boomerang painting, handprints on canvas and coolamon making.
- Welcome to Ngunnawal on Country outings
- Visits to the National Museum’s Cultural Exhibition.
- Education and cultural awareness education sessions for staff, residents, and clients which includes topics around Aboriginal History and Colonisation, The Australian Wars, Close the Gap, Reconciliation and In My Blood It Runs movie screening.

- Smoking ceremonies on some program sites and on Ngunnawal Country
- NAIDOC Week community event

This year the ACT Council of Social Services (peak body for community services sector) established a Community Sector gateway to encourage people to consider working in the sector. As career ambassadors, the CEO and Tiana House were invited to share positive stories of working in the community sector and why people should consider this as a meaningful and worthwhile career. Bringing the passion for her culture and her mob, and her commitment to working in partnership to support healing and reconciliation, Tiana has inspired many.



## CLIENT FEEDBACK

"Truly inspiring and makes me feel very connected. I admire Tiana's work, education and support that I can pass on to my children and family."

"I feel Tiana brings vitality to the community that is much needed. She puts a smile on my face every time I see her."

"I enjoy learning something new every time Tiana comes to the community. I feel connected to my Country and community. Thanks Tiana for passing on your knowledge."

"Going on cultural engagements and learning about my partner's and children's culture has been amazing thank you."

"I have amazing cultural engagements with Tiana, she shows me many things about my culture that I never thought I would learn. I am very grateful to have her alongside of me in Karralika."

### Good news story

A young Ngunnawal woman entered Karralika's Adult TC Program. Her two young boys had recently been removed from her care and placed on 18-year orders. Karralika's cultural support and engagement commenced from day one, working closely with the Home Withdrawal Nurse and our the Cultural Support and Liaison Worker who provided weekly face-to-face visits in her home. The young woman was supported to safely decrease her substance use and remain motivated to enter the Therapeutic Community (TC).

Once in the TC a cultural safety plan was developed alongside her treatment and recovery plan with the focus on a holistic approach to healing. Face-to-face visits commenced with her children in care and a cultural inclusion plan was developed into their contact schedule.

The Cultural Support and Liaison Worker supported the visits with her children, sometimes conducted conducted out on Country across various Ngunnawal sites and locations. Reconnecting the young Ngunnawal family with their culture on traditional lands and sites developed a strong sense of cultural connection and belonging. The children's exposure to and experience of their Indigenous culture was limited so having the opportunity to incorporate their traditional Ngunnawal culture into their care plans has been pivotal in the restoration journey of the family.

## Non-residential Withdrawal Program (ACT)

The Karralika Programs Non Residential Withdrawal (NRW) Service is delivered by an exceptional team of experienced and caring nurses, providing support for adults and young people over the age of 12 to safely withdraw or reduce their substance use in their own homes. Comprehensive assessment, involvement of other key professional and connection to other services to continue their recovery journey is also part of the program. The team also supports GPs and other health providers through a simplified referral process and providing secondary consultation (support and advice).

The NRW program also involves family members or significant others, increasing support for both the person and their loved ones.

This year, the team has been working with the Capital Health Network (the commissioning body, supported with funds from the Australian Government Community Health and Hospital Program) on a monitoring and evaluation framework and look forward to sharing the key outcomes of this highly sought after and successful program.

### NON-RESIDENTIAL WITHDRAWAL PROGRAM KEY INFORMATION

- **112** People participated in the program
- **1564** Direct client contacts
- **48%** identified as male
- **52%** identified as female
- **12%** identified as Aboriginal and/or Torres Strait Islander

### PRIMARY DRUG OF CONCERN REPORTED:



**43%**  
STIMULANTS



**50%**  
ALCOHOL



**5%**  
OPIOIDS



**10%**  
CANNABIS



**1%**  
OTHER



## Pharmacotherapy Support Program

Our Nurse-Practitioner led Pharmacotherapy Program offers support to people in the community who would benefit from commencing, stabilising or reducing their pharmacotherapies, and works in partnership with the client, pharmacies, GPs and other prescribers and health professionals to support their health and wellbeing.

As a Psychotherapist, our Nurse Practitioner also supports clients with counselling where that is of benefit, along with referrals to other services, and provides support to residents of our rehabilitation programs. This program is made possible through funding from the Australian Government Department of Health and Ageing and ACT Health.

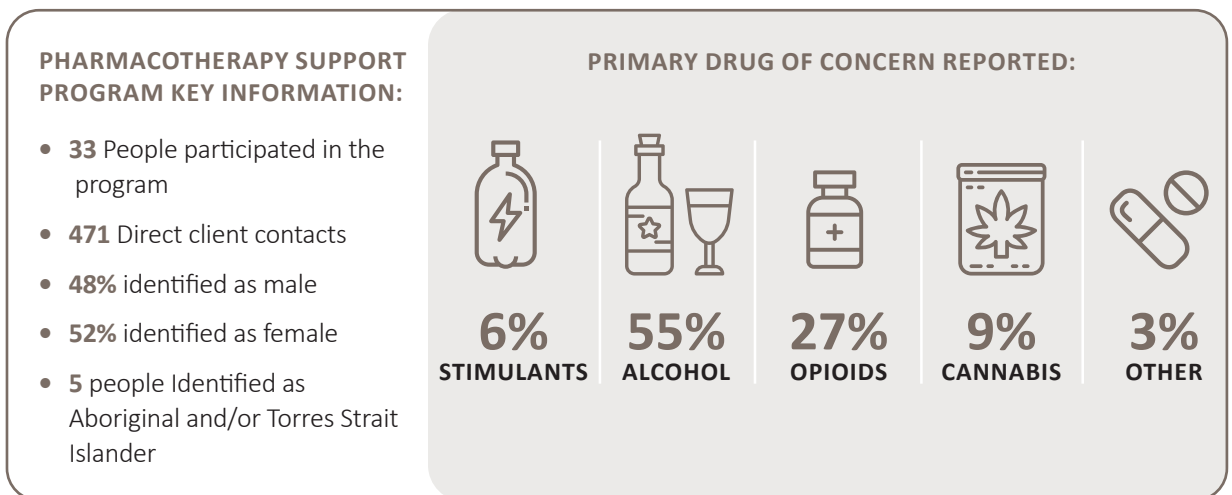




Image 1 Karralika Programs staff (L-R) Josie Vairy, Andrea Andrews, James Southan, Image 2 / 3 community activities.

## NSW Child and Youth Alcohol and Drug Program

The Child and Youth Program in the Murrumbidgee and Eurobodalla regions continued to provide support to young people aged 10-19 years and their families, receiving referrals from individuals, families, schools and other agencies. Brief interventions, counselling, withdrawal and health supports, along with referrals and connection to other services, liaison with schools and agencies are just some of the ways in which our highly skilled team support our young people and families.

In addition to our highly skilled and caring team, another element essential to the success of this program and the outcomes for young people, is the strong partnerships and relationships established with other services in the regions. Through these collaborations and partnerships, the holistic needs of young people and their families are better served. In both regions, relationships with Aboriginal Community Controlled Organisations, PCYC, Local Health Districts and local Councils, headspace, employment and housing providers, other alcohol and drug programs and mental health services, create safe and supportive networks and referral pathways to connect our young people and families.

This year our teams partnerships with local high schools continued to grow. The Aboriginal Young Men's Group at the Narooma High School support young men to spend time on Yuin Country and engage in traditional men's business and cultural activities. Our Nurse was humbled to be invited to be part of the group, listening and learning about culture, community and stories and forming stronger connections and understanding.

In the Eurobodalla region, the South Coast NSW Police Liaison Team selected Karralika Programs as their charity to 'give back to community' and donated food baskets and care gift bags with female and male personal toiletry products for our young people and families. These items have been warmly received by the young people and the families we support, and we thank NSW Police.

Karralika Programs team supported headspace Wagga's Youth Forum during Mental Health Week at Wagga's Christian College, involving approximately 300 students from the local schools in the region. A highly successful event and an example of our continued partnership with headspace and the Youth Forum.

Other activities and events included:

- Summer Beats Block Party, hosted by Council supported by: Karralika, PCYC, 54 reasons, Campbell page, headspace Batemans Bay, Katungal AHS, Aboriginal dance and song group, skating, DJ – full day.
- NAIDOC Week held at Korrungal Community Centre activities provided BBQ, Indigenous language, Aboriginal flag cookies, puzzles and dolls, games, Digeridoo, and beanies! Hosted by Mission Australia.
- Mardi Gras parade which was held in the main street of Wagga Wagga which had floats and loads of color. The child and youth staff presence provided a strong message that our organisation is committed to inclusion and diversity.



## Client Story

In the real-life account of a 14-year-old boy, a journey of healing began when he was referred by CAMHS (Child and Adolescent Mental Health Services) to Karralika Programs Child and Youth AOD support service. Alex (not his real name), in his short life, had been deeply impacted by his parents' struggles with alcohol and drugs. The weight of their substance use manifested in haunting nightmares, crippling migraines, school anxiety, and difficulties with managing his anger.

From an early age, Alex experienced hardship and trauma and at the tender age of 8, child safety services intervened and he was placed under the legal guardianship of his paternal grandparents where he found a semblance of stability. His older sister grappled with emotional regulation difficulties, and his younger brother was diagnosed with ADHD, presenting high-energy and defiant behaviours.

To understand and support Alex on his path to healing, the Karralika Counselling Program engaged in a therapeutic journey that began with a comprehensive assessment. Various tools, including the ACES study, K10 scale, 3 Houses Safety Assessment Model, DASS 21, SCARED anxiety disorder screening tool, and 24 VIA Character Strengths Survey questionnaire, were utilized. Through this assessment, the scope of the impact of childhood trauma linked to parental substance addiction became apparent. Alex's instinctive fight-or-flight responses to cope with stressors were evident, and his personal goals centred on effectively managing his anger and anxiety.

Guided by evidence-based practices, the therapeutic approach moved into the intervention stage. Psychoeducation became the foundation, illuminating the effects of parental domestic violence and substance use on a developing child's brain and coping mechanisms. Stabilization and psychological safety techniques were carefully imparted during counselling sessions and practiced with the support of Alex's caring grandfather, his legal guardian.

Balancing the needs of both separated parents and the legal guardians, a more effective shared care arrangement was mediated, with safety and secure attachment for the client as the primary objectives.

The turning point of Alex's healing journey arrived when trust, safety, and stability were firmly established. With a child-friendly adaptation of the "rewind technique," the counsellor addressed the haunting trauma memories, creating a shield against triggering responses. Through the ongoing support of counselling, Alex experienced remarkable progress. Migraines that once burdened his days had ceased, and his nights were no longer haunted by nightmares. The weight of anxiety lifted as a result of a combination of prescribed medications, by his treating doctor and improved sleep and relationships. In a profound revelation, Alex realised that his anger and anxiety were not defining aspects of his identity but rather responses to situational challenges.

As the therapeutic journey continued, Alex remained engaged with the support of his counsellor. Gradually, sessions transitioned to once a month, signifying progress in his healing process. A hopeful vision for the future emerged, with a proposal for family counselling to address long-term family dynamics and promote a sense of togetherness.

Alex's therapeutic progress report painted a picture of hope and resilience. Through the compassionate care of his counsellor and Karralika Programs, evidence-based interventions, and unwavering support from key members of his family, he began to heal from the trauma of his parents' substance use. The journey was not without its challenges, but the transformation in Alex's life was evident. As the story of Alex's healing continued, it served as a testament to the power of counselling, nurturing, and the human spirit's capacity to overcome adversity. Alex's story became an inspiration, a living testament to the possibilities of healing and hope, and where people of all ages and experiences can change their future and can thrive with the right support.







## Client story

Initially facing cannabis use and legal concerns, Doug's life was on shaky ground, with expulsion from school looming. However, with the support of the Karralika Child and Youth team, he embraced positive change.

Doug's commitment to reducing substance use was impressive, resulting in significant progress. Securing an apprenticeship was a turning point for Doug, giving him purpose and structure.

He excelled in his role and his hard work allowed him the ability to purchase his own motorbike, symbolising newfound independence and progress. Avoiding trouble with authorities and with a focus on saving for his work vehicle, Doug feels positive about his future.

*It's rewarding to witness young individuals like Doug overcoming challenges and achieving their full potential, with the support of our experienced and caring team, and we are privileged to have been part of this young man's journey.*

### CLIENT QUOTE

"I am so grateful for your support.... I am not sure I could make it properly without a person like you"

"thankyou so much for always hearing and understanding me it means so much"

"I don't have many people around me who understand me like you I really appreciate it"

#### NSW CHILD AND YOUTH PROGRAM KEY INFORMATION

- **145** Children, young people or family members were seen by counsellors, nurses and a case manager
- **39** People received nursing support
- **78** People received a counselling episode of care
- **28** People received a case management and support
- **2081** Direct client contacts
- **34** Identified as Aboriginal and/or Torres Strait Islander
- **54** Identified as male
- **91** Identified as female

#### PRIMARY DRUG OF CONCERN REPORTED:



**75%**  
CANNABIS



**1%**  
STIMULANTS



**9%**  
ALCOHOL



**15%**  
REPORTED OTHER  
SUBSTANCES  
(INCLUDING NICOTINE)





## Community Drug Action Teams (CDAT) Program (NSW)

Karralika Programs has continued to be part of an important grass roots program in regional NSW through the NSW Ministry of Health funded Community Drug Action Team (CDAT) program. Karralika is the consortium partner for southern NSW, working alongside Odyssey House NSW (lead agency), The Buttery and Bila Muuji.

Our Community Development Officers work with CDATs in local areas in the Murrumbidgee, Southern Tablelands and the South Coast to support those local communities who are seeking to inform, educate and reduce the harms associated with problematic alcohol and other drug use in their areas.

### Highlights

The CDAT program in the southern region experienced a year full of activity which included various community events and CDAT membership drives. Our Community Development Officers have really helped local communities and their CDATs thrive.

**Coolamon** has been an active CDAT in the past but for a few years ceased to operate. With the support of our CDO, the Coolamon community has again formed a CDAT with a new chair and community members. Coolamon held a Member Drive stall in the town and hosted a Community Morning Tea in the Ardlethan Town Hall to engage with local community members.

**Federation** Developed and distributed information and education resources through events and promotions. This occurred at the local library where there were big life journals, goal setting placements and standard drink cups. Along with CDAT pamphlets and information.

**Queanbeyan** promoted harm minimisation through the display of Your Room posters and coasters in public places linking people to AOD facts and information to support informed decisions. The CDAT also collaborated with other organisations and **Pop Up in the Park** such as a Basketball competition; Moore Park mural launch; Railway Park BMX event; Riverside Plaza pop-up information stand; Queanbeyan Library “Drug Info Pop up”; and Youth Week free movie night showing ‘Embrace Kids’ and opportunities for young people to play games and engage with local service providers.

**Temora** provided two Girl Power activity days throughout last year at the community centre. The days were focused on developing self-confidence to have empowerment to say no to excess drinking and illicit drug use.



Community Development Officers, Louise Graham and Chloe Chant – CDAT Conference

**Goulburn** held several community events including education and information to support refugees and new arrivals understand the laws and dangers of drugs and alcohol; mocktails in the park to support safe partying; a Seniors Drive Run to update road rules and knowledge of alcohol and drugs; and a Vibe Feast festival of the bands with a focus on informing the community on the harms of Vaping.

**Nowra** had stalls at four community engagement events to raise community awareness of risks associated with alcohol and drug use: Prosperity in the Park- Christmas party; Futures Feast-youth week; Celebration you – youth markets pride celebration; and NAIDOC day.

**Wagga Wagga** participated in the Mardi Gras event and had a CDAT stall with NSW Government Your Room resources as well as hosted two community forums- one for professionals and one for community members on harm minimisation. Key themes included how to safely and effectively respond to Opioid Overdoses; understand the impact of stigma on individuals accessing treatment; and ensuring culturally diverse community members can discuss drug and alcohol use safely.



**Bega Valley** The Bournda Leadership Camp is highly successful annual event for young people in the region with a focus on building resilience and leadership so they are well-equipped to face adversity. This year the CDAT hosted the Tathra Soccer Festival which was enjoyed by people of all ages

## CLIENT QUOTES

'Hello.... I went to the movie night yesterday and it was very fun. It was really well organised and all the staff were very nice. Thanks for the amazing goodie bags too!'

## CDAT State Conference and Regional Forum

This year's Conference theme was "**Communication for Meaningful Connection**" involving the launch of the CDAT Communication Strategy a toolkit, created in consultation with CDOs and CDAT members, that includes a collection of resources, guides, and tools to support local CDATs. Immediately following the Conference, the Regional Forum workshopped 'evaluation reporting' with iclick2learn and planning for 2023-24. State-wide and in the Southern Region the teams celebrated a successful year, and were delighted to learn of the extension of the program for a further year.

## Justice Services

Justice Services 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.

Working in partnership with the clients and other services and agencies, we support people through a number of programs including the Justice Services Alcohol and Other Drug Counselling Service in the community, the Solaris Program in the AMC with Transitional Support in the community upon release, and the REVERSED Drink and Drug Driver Education Program. This year we also piloted an innovative Alcohol and Other Drug program for women in the AMC that produced some positive outcomes for participants and evidence to support ongoing funding and delivery of the program.

## Justice Services Alcohol and Other Drug Counselling

Justice Services Alcohol and Other Drug Counselling provides specialized counselling for people linked with the justice system in the ACT. Funded by the Capital Health Network, the team works in collaboration with Community Corrections and other services to improve outcomes and address the link between AOD dependence and the justice system. This year saw over 200 clients supported through the amazing service provided by our Forensic AOD Counsellor who continues to grow and foster relationships with other Canberra services to provide more flexible, accessible, and relevant treatment to the particularly vulnerable population we support.

### GOOD NEWS STORIES

Using our client satisfaction and feedback surveys, 84% of clients surveyed rated the service they received as excellent, with 100% confirming they would recommend the service to someone in need of AOD support. 99% of respondents said that their AOD use had reduced and harm minimisation skills have improved.



## FEEDBACK FROM OUR CLIENTS

"I would like to express my sincere thanks to Krysia who has been wonderful, available, and accessible .... it really meant a lot."

"My justice service provider is an amazing person and has help me overcome my problems whilst being connected with her."

### KEY INFORMATION – JUSTICE SERVICES COUNSELLING

- **173** people received service from the Justice Services AOD Counsellor.
- **9%** of clients identified as Aboriginal and/or Torres Strait Islander
- **87%** identified as male
- **13%** identified as female
- **Almost 90%** were referred by ACT Corrective Services

### PRIMARY DRUG OF CONCERN REPORTED:



**41%**  
STIMULANTS



**12%**  
CANNABIS



**34%**  
ALCOHOL



**10%**  
OPIOIDS



**3%**  
OTHER

## Solaris Therapeutic Community

Operating as a modified Therapeutic Community since 2009 with funding from the Australian Government Department of Health and Ageing and in partnership with ACT Corrective Services, 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 use. The Solaris Transition Program provides support to graduates leaving the AMC and reentering the community to provide support and access to relapse prevention support including counselling or referrals to other services where needed.

As a national demonstration project around partnership between Government and Non-Government specialist AOD treatment services, in the delivery of a Therapeutic Community within

a correctional facility, Karralika Programs actively shares insights, learnings and outcomes. In November 2022, the team presented at the 10<sup>th</sup> International Criminal Justice Conference in Melbourne. It was a great opportunity to share the work of the Solaris participants, Karralika Programs and the partnership, and to hear about what else is happening in the justice space.

In addition to core program elements, a number of activities, invited guests and services are scheduled throughout the year to bring new information, experiences and stories. In December, we had guest speaker Danny Shannon visit Solaris to share his own experiences and journey with recovery. With his raw, honest, story-telling style, Danny engaged participants and illustrated through his journey that there is hope, things do get better, and your life can be whatever you choose for yourself.

### KEY INFORMATION - SOLARIS PROGRAM AND TRANSITION PROGRAM

- 50 Participants across 5 Solaris intakes
- 15 Participants supported in Transition
- 32% of participants identified as Aboriginal and/or Torres Strait Islander.
- 30% had never received any previous treatment for their AOD use.
- 54% diagnosed with mental health concerns.

### PRIMARY DRUG OF CONCERN REPORTED:



**60%**  
STIMULANTS



**6%**  
CANNABIS



**9%**  
ALCOHOL



**20%**  
OPIOIDS



**5%**  
OTHER

## FEEDBACK FROM SOLARIS CLIENTS

"Must admit I wasn't real keen to start, but I actually enjoyed myself."

"I feel that the facilitators are truly committed and care about their delivery. I could feel their energy."

"(this) has been very eye opening for me."

"This has showed me that I can bring up past traumatizing experiences and I have the tools to cope."

"Very satisfied with the content that has been delivered.... Has enabled me to identify my treatment issues."

"It's good to get an understanding of other people and their stories, to know in recovery we are not alone."

## FEEDBACK FROM WOMENS AOD PILOT

"The knowledge to stay drug free and connect with my emotions."

"Recovery is worth it."

"Thank you for making me feel strong enough to take the steps to stay sober."

**What do you feel was the most important thing you gained from this program?**

"The understanding of how my past effects my drug use. Even when I didn't think it did."

"Enjoyed, thank you."

"Thanks for the opportunity, for making me realise it's a good thing to be in recovery."





## Women's AOD Pilot in the AMC

This year Karralika Programs Justice Services team had the opportunity to develop and deliver, in partnership with ACT Corrections and with funding from the Australian Government Department of Health and Ageing, an innovative pilot AOD program for women in the Alexander Maconochie Centre. A new program underpinned by three evidence-based programs was designed to be trauma-informed, gender-responsive and specifically to meet the needs of female detainees in AMC.

The initial group to participate in the pilot unofficially named the program "The Circle of Growth" and collaboratively designed a logo shown above.

We are happy to report that the Women's AOD Pilot program is currently undergoing evaluation, which has shown promising progress and improvement among its participants. Additionally, the participants themselves have expressed their appreciation and contentment with the program, which is a testament to their hard work and our success. Moving forward, we are excited to explore further possibilities in this area and achieve even greater results.

### KEY INFORMATION – WOMEN'S PILOT AOD PROGRAM

- **26** women participated in the Pilot
- **57%** women identified as Aboriginal and/or Torres Strait Islander.
- **42%** of participants completed treatment while a further 15% were released from custody prior to completion.
- **53%** of participants had engaged in AOD treatment before with 30% never having done any form of treatment before.
- **88%** of participants had a mental health diagnosis.

### PRIMARY DRUG OF CONCERN REPORTED:



**85%**  
STIMULANTS



**5%**  
CANNABIS



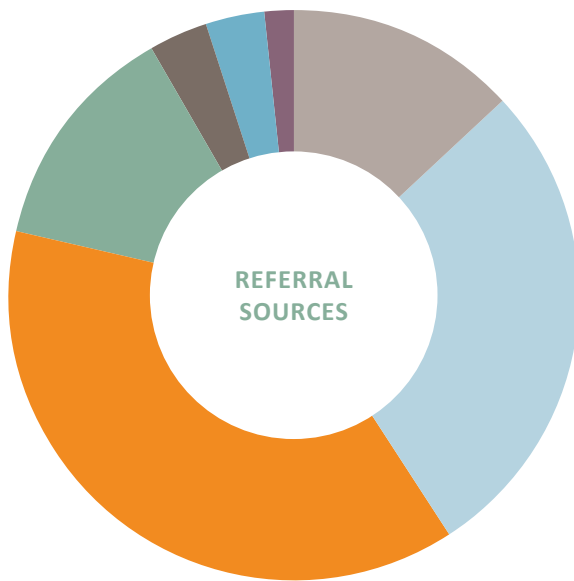
**10%**  
OPIOIDS



## 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. Delivered in person with online accessibility as required, 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 evidence-based and 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. The REVERSED course was also referenced in submissions from Karralika Programs and other key stakeholders, and recognised in the report and recommendations from the ACT Standing Committee on Justice and Community Safety Inquiry Into Dangerous Driving.



- Court: 8
- Solicitors/Lawyer: 17
- Self: 23
- Family/Friends: 8
- Corrective Services: 2
- Police: 2
- ACT Drug and Alcohol Service: 1

*Please note that some participants put down multiple referrals.*



FEEDBACK FROM OUR CLIENTS

“Our facilitators were excellent, very welcoming and easy going, which made it easier for the group to open up and participate”

“Our facilitators were excellent very informative, friendly and helpful”

“Appreciate the empathy and understanding from the facilitators”

“Excellent very well administered, don’t drink and drive thanks for helping me”

“Program was good – I will think twice and say no”

## Corporate Services

The Corporate Services Team collaborates across the entire organisation aiding to the realisation of Karralika Programs' goals. This team plays a vital role in enhancing business operations by effectively coordinating and supporting organisational and client finance, human resources, administration, and support at all Karralika sites. They also manage maintenance, IT infrastructure, marketing, communications, and engage directly with the community on the frontline. Corporate Services often serve as the initial point of contact for clients.

This year, the Corporate Services Team focussed strongly on planning and sustaining high-quality support and service, including systems, reporting, workforce onboarding and development, cyber security and communications. Their approach was characterised by responsiveness and adaptability, ensuring uninterrupted service delivery to our community. This was accomplished while minimising disruptions for clients and stakeholders, allowing Karralika to consistently provide services even amidst dynamic changes.

Our commitment to proactivity and forward planning remained steadfast, with a keen eye on the future while refining internal systems and processes. Ensuring the longevity of our resources was achieved through robust fiscal management and innovative measures, all geared towards maintaining program delivery well into the future.

Our team focus activities included:

- Developing and promoting Karralika Programs celebration of 45 years in 2023, including sharing stories and engaging with clients, past clients, subscribers and external organisations to share in celebrating our history.
- Reviewing systems and processes to increase effectiveness and ensure legal and professional standards, real time financial management and forecasting activities, along with policies and procedures to support workforce, program reporting, accountability and risk management.
- Implementing and applying digital technologies to enhance our online capabilities and enable more robust online program engagement.
- Assisting in executive and board-level planning and strategic decision-making processes.
- Enhancing the quality of funding applications and contracts through meticulous and precise financial modelling and 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, for purpose organisations and businesses, 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 Council of Social Services (ACTCOSS)
- ACT Health Directorate and Community Services Directorate
- ACT Gambling Support Service
- Alcoholics Anonymous and Narcotics Anonymous
- Alcohol Tobacco and Other Drugs Association of the ACT (ATODA)
- Australian Government Departments of: Health and Ageing, and Social Services
- 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
- Communities@Work
- Construction Charitable Works and Canberra Tradesmen’s Union Club Charitable Trust
- Domestic Violence Crisis Service
- Diversity Council Australia
- Everyman Australia
- Gugan Gulwan
- Headspace Eurobodalla and Wagga Wagga (RACR)
- Hepatitis ACT
- Interchange Health Cooperative
- Isabella Plains Medical Centre
- Katungal Aboriginal Medical Service
- Marymead CatholicCare Canberra and Goulburn
- Mental Illness Education ACT (MIEACT)

- Network of Alcohol and Other Drug Associations (NADA)
- Ngurra Hub Wagga Wagga
- NSW Department of Communities and Justice
- NSW Ministry of Health
- Playgroups ACT
- Relationships Australia Canberra and Region (RACR)
- RivMed Aboriginal Medical Service
- Schools in Eurobodalla and Murrumbidgee regions
- The Australian Childhood Trauma Group
- Toora Women Inc.
- Tuggeranong Uniting Church
- Uniting
- Winnunga Nimmityjah Aboriginal Health Service
- Woden Community Services
- Yeddung Mura

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 or discounted services and advice, and products for the organisation and for the clients. We also wish to thank

- Individual and family donations
- Delia Whitney, HR
- Good360 for providing high quality products
- Monarch Building Company
- Myer Vandenburg Lawyers
- Order of the Eastern Star, Canberra
- Robert Griew and Think, Change Resolve Consultancy
- Sharon Winks, Galent Management Consulting
- South Coast NSW Police Liaison Team
- Tuggeranong Uniting Church

# Financial Statements



## Karralika Programs Incorporated

ABN: 88 061 551 715

### Board of Directors' Report For the Year Ended 30 June 2023

The Board of Directors present their report on Karralika Programs Incorporated (the Association) for the financial year ended 30 June 2023.

#### Directors

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

<b>Names</b>	<b>Position</b>	<b>Appointed/Resigned</b>
David Templeman	Chair	Reappointed 24 November 2022
Julie Blackburn	Deputy Chair and Public Officer	Reappointed 24 November 2022
Rebecca Davey	Finance Director	Reappointed 24 November 2022
Rose Stellino (Nairn)	Director	Reappointed 24 November 2022
Gillian Shaw	Director	Appointed 24 November 2022
Emmanuela Amos	Director	Appointed 24 November 2022
Sally Bradford	Director	
Belinda Kendall	Director	

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 Therapeutic Community, Family and Karuna Programs;
- Community Services including assessment, early birds, aftercare and outreach, counselling, Nexus and transition programs; non-residential withdrawal services, pharmacotherapy support program, Matrix Day 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 Transitional Program, and the Justice Services Alcohol and Other Drug Counselling Program.

There were no significant changes in the nature of Karralika Programs Incorporated's principal activities during the financial year.

#### Operating Result

The surplus of the Association for the year to 30 June 2023 is \$34,747 (2022: deficit \$132,706).

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

Chair

Finance Director

**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 2023 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, 19 October 2023



**G J Murphy**  
**Partner**



## Karralika Programs Incorporated

ABN: 88 061 551 715

### Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2023

	2023	2022
	\$	\$
<b>Revenue and other income</b>		
Revenue from contracts with customers	7,743,557	7,208,653
Other income	47,118	26,589
	<b>7,790,675</b>	<b>7,235,242</b>
<b>Expenses</b>		
Amortisation of right of use assets	294,657	218,382
Depreciation	48,932	56,708
Employee benefits expense	6,394,529	5,977,827
Marketing expenses	7,450	3,970
Program expenses	329,066	368,254
Rental expense	13,537	14,868
IT expenses	167,655	195,424
Motor vehicle expenses	76,854	104,805
Telecommunication expenses	76,043	85,658
Consultants	35,369	37,895
Interest on lease liability	22,345	19,646
Other expenses	289,491	284,511
	<b>7,755,928</b>	<b>7,367,948</b>
<b>Surplus/(deficit) for the year before income tax</b>	<b>34,747</b>	<b>(132,706)</b>
Income tax expense	-	-
<b>Surplus/(deficit) for the year</b>	<b>34,747</b>	<b>(132,706)</b>
Other comprehensive income	-	-
<b>Total comprehensive income/(loss) for the year</b>	<b>34,747</b>	<b>(132,706)</b>

# Karralika Programs Incorporated

ABN: 88 061 551 715

## Statement of Financial Position

As At 30 June 2023

	2023	2022
	\$	\$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	2,078,031	2,344,656
Trade and other receivables	8,571	13,784
Financial assets	961,905	935,113
Other assets	109,891	271,167
<b>TOTAL CURRENT ASSETS</b>	<b>3,158,398</b>	<b>3,564,720</b>
<b>NON-CURRENT ASSETS</b>		
Financial assets	24,750	24,750
Property, plant and equipment	78,975	121,869
Right of use assets	528,484	540,340
<b>TOTAL NON-CURRENT ASSETS</b>	<b>632,209</b>	<b>686,959</b>
<b>TOTAL ASSETS</b>	<b>3,790,607</b>	<b>4,251,679</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	500,093	702,613
Other liabilities	174,596	497,993
Lease liabilities	185,094	228,375
Employee benefits	521,750	487,411
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,381,533</b>	<b>1,916,392</b>
<b>NON-CURRENT LIABILITIES</b>		
Lease liabilities	366,253	337,687
Employee benefits	23,878	13,404
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>390,131</b>	<b>351,091</b>
<b>TOTAL LIABILITIES</b>	<b>1,771,664</b>	<b>2,267,483</b>
<b>NET ASSETS</b>	<b>2,018,943</b>	<b>1,984,196</b>
<b>EQUITY</b>		
Retained earnings	2,018,943	1,984,196
<b>TOTAL EQUITY</b>	<b>2,018,943</b>	<b>1,984,196</b>

## Karralika Programs Incorporated

ABN: 88 061 551 715

### Statement of Changes in Equity For the Year Ended 30 June 2023

#### 2023

	Retained Earnings	Total
	\$	\$
<b>Balance at 1 July 2022</b>	<b>1,984,196</b>	<b>1,984,196</b>
Surplus for the year	34,747	34,747
<b>Balance at 30 June 2023</b>	<b>2,018,943</b>	<b>2,018,943</b>

#### 2022

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

## Karralika Programs Incorporated

ABN: 88 061 551 715

### Statement of Cash Flows For the Year Ended 30 June 2023

	2023	2022
	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from customers and others	8,138,884	7,767,553
Payments to suppliers and employees	(8,093,040)	(7,641,289)
Interest received	40,222	24,814
Interest paid on lease liabilities	(22,345)	(19,646)
Net cash provided by/(used in) operating activities	<u>63,721</u>	<u>131,432</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Payments for property, plant and equipment	(6,038)	(56,756)
Purchase of investments	(26,792)	(493,492)
Net cash provided by/(used in) investing activities	<u>(32,830)</u>	<u>(550,248)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>		
Repayment of lease liabilities	(297,516)	(213,027)
Net cash provided by/(used in) financing activities	<u>(297,516)</u>	<u>(213,027)</u>
Net increase/(decrease) in cash and cash equivalents held	(266,625)	(631,843)
Cash and cash equivalents at beginning of financial year	<u>2,344,656</u>	<u>2,976,499</u>
Cash and cash equivalents at end of financial year	<u><u>2,078,031</u></u>	<u><u>2,344,656</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 2023 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 2022.

Chair  
David Templeman

Finance Director  
Rebecca Davey

Dated this 19th day of October 2023

## **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 2023, 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 2023 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 2022.

#### **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 2023, 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.

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](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.



**Nexia Duesburys (Audit)**  
Canberra, 19 October 2023



**G J Murphy**  
Partner



**KARRALIKA**

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