



**KARRALIKA**

programs to help you choose a better life

# Annual Report 2023 - 2024



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# Report from the Chair

2023-24 has been a significant year of growth and change for Karralika Programs in supporting individuals, families and communities across the ACT and regional NSW.

The Board is delighted with the new developments in Queanbeyan/Cooma, Wagga and Griffith in the support of adults, young people and families, made possible through funding by the NSW Ministry of Health. We acknowledge the continuing support of the Commonwealth Government, ACT Government and the Capital Health Network.

This Report shows the impact of longstanding programs as well as the growth in new programs and locations. Our strong reputation for quality service provision is founded upon our connection to the communities we serve, our expertise in alcohol and other drug treatment and harm minimisation, our partnerships with key stakeholders and our exceptional and professional workforce.

As a long standing and respected professional service, we have welcomed the opportunity to participate in a number of consultations and reform initiatives, to reinforce the importance of responding to substance dependence as a health issue.

Our leadership team has worked closely with ACT Government through the discovery, design and investment phases of the commissioning process, sharing key insights on best practice, service models, system pressures and reforms, and the resourcing required to support community services and specialist providers to meet the needs of the community across key priority areas.

I acknowledge and thank our outgoing Director and Deputy Chair, Ms Julie Blackburn, who has served on the Board for 8 years. Her expertise in both health and governance, and her passion for the work of Karralika Programs has been outstanding. I would also like to acknowledge our continuing Board Directors: Ms Belinda Kendall, Ms Emma Amos, Ms Gillian Shaw, Ms Rebecca Davey, Ms Rose Nairn and Dr Sally Bradford for their ongoing support and leadership. Further, may I also acknowledge the wonderful work of Karralika's Consumer Advisory Body in conjunction with the lived experiences of our staff, our clients and their important support networks.

I commend this report to you.



**David Templeman**  
Chairman

# Report from the Chief Executive Officer

Karralika Programs staff have been privileged to have played a part in supporting the healing and recovery journey of more than 950 young people, adults and families this year.

In celebrating our 45 years of service delivery, we have reflected on our journey as a specialist alcohol and other drug treatment service and those we have supported. Over the years we have grown and changed the way we operate, informed by the changing needs of the communities we support, and the advancements and improvements in evidence-based clinical practice and treatment outcomes.

In the ACT, Karralika joined with others to advocate for, and celebrate achieving, much-needed legislative reforms that recognised drug dependence as a health issue rather than a criminal one. The outcomes of these changes, along with our work with Government to understand the treatment and harm reduction service needs in the ACT through the commissioning process, will be felt positively by the community. However we know there is much more to be done to increase access to treatment services, address the gap between funding and true cost of service delivery, and in addressing the continued stigma and discrimination felt by people with lived and living experience of substance use.

Across NSW, we were pleased to receive new funding to support young people to access day programs in regional areas across Griffith, Wagga Wagga and Queanbeyan/Cooma, and continue to advocate for certainty regarding funding for existing programs in Wagga and on the South Coast. Our teams live and work in these communities and have strong networks and partnerships, as well as deep understanding of the needs, barriers and opportunities for change.

I am extremely proud of the work of our incredible team, as evidenced through this report showing positive outcomes for clients, expansion and solid financial position for the organisation, and the continuation of our reputation as a trusted and respected provider of quality services and programs for communities across the ACT and NSW.

On behalf of the team, I would also like to thank the Board and Consumer Advisory Body for their vision, guidance and connection to community, and our funders, stakeholders and partner organisations for their continued support, collaboration and commitment to working together for the benefit of our clients and communities.



**Sharon Tuffin**  
Chief Executive Officer

# About Karralika Programs

## Our Vision and Values

For more than 45 years Karralika Programs has had a strong and clear vision and purpose. As a values-driven organisation, our commitment is to provide excellent services for our clients, families and communities supporting individual and collective recovery and healing. Our values underpin every aspect of our work with individuals and families, as well as our partnerships and collaboration with other service providers, organisations and funders.

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 own course to live the lives they want for themselves and their families, and where our programs are 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.

During 2023-24, significant reforms were progressing in both the ACT and NSW including legislation, service development and funding. Internally, Karralika has also progressed a number of initiatives including enhancing and creating new programs. Each of these developments and initiatives supported the implementation of the Strategic Plan and our Vision, supporting the community and our staff.

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 in 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)



Pictures (left to right): Aboriginal Cultural Support and Liaison Officer Tiana House, Karralika staff participating in a cultural weaving activity, Acknowledgement card for staff of the ACT and region.

Karralika Programs acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We pay our respect to Elders past, present and emerging and acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

## 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 on our journey.

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.

### 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.



Pride Week – the team at Deakin office painting our pride flags



### Recognising and celebrating Culture

Karralika's commitment to reconciliation and healing remains strong and is demonstrated through our participation in many local community activities as well as adding our support for the uplifting and acting on the voices of Aboriginal and Torres Strait Islander peoples to support self-determination and to close the gap.

Staff and clients took part in National days of significance including NAIDOC Week and National Reconciliation Week, and many activities to celebrate and learn about the rich history and culture, as well the significant challenges faced by First Australians and the continuing impact of colonisation.

Cultural outings, Welcome to Country and smoking ceremonies remain a highlight for our staff and clients. The support provided by our Aboriginal and Torres Strait Islander Cultural Liaison and Support Worker is outstanding and seen through the increasing number of First Australians seeking support to reduce the impacts and harms associated with substance use, and being welcomed into a safe and respectful environment.

In the ACT, every new Aboriginal and Torres Strait Islander adult and child has a welcome to Ngunnawal on Country outing with our Cultural Worker and we are grateful to have a Traditional Owner working with our staff and clients.

In NSW, our teams engage with Elders, community and organisations, to support clients to connect with culture and country and we hope to expand this connection in the coming year.

### Reconciliation and Inclusion Committee

The Reconciliation and Inclusion Committee (RIC) has continued to champion our commitment to reconciliation and inclusion through celebrating diversity, providing information and education, and having fun while learning and participating in hands-on activities. Our efforts are to encourage curiosity, learning, sharing of information, and creating spaces that are safe, welcoming and inclusive for people from diverse backgrounds and lived and living experiences. Areas of focus included:

- Recognising and celebrating days of significance and sharing of information about the history and purpose, and providing opportunities for staff and clients to engage meaningfully in related activities and share stories;
- Sharing information with staff and clients about the Referendum to change the Constitution to recognise the First Peoples of Australia by establishing a body called the Aboriginal and Torres Strait Islander Voice.
- Facilitating cultural activities for all clients, as well as supporting connection for our First Nations clients and families;
- Ensuring all new staff completed the Diversity and Inclusion training from Diversity Council of Australia across all programs; and
- Connecting with other organisations and services to share knowledge, strengthen collaboration and support positive engagement for clients.







# 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 (CAB) 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 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 Karralika Programs treatment planning process; The CAB provided feedback and advice to the development of a KPI treatment planning policy, procedure (including specific procedures for different program areas) and Treatment Plan templates
- Karralika Programs Quality Improvement Plan and accreditation through the Quality Improvement Council

- The Karralika Programs Client Risk Assessment and Safety Planning process; the CAB provided advice and feedback to the development of a KPI Client Risk Assessment and Safety Planning policy, procedure (including specific procedures for different program areas) and Treatment Plan templates
- Exploration of how to ensure inclusivity in representation within the Advisory Body
- The identification of service gaps in the AOD sector

## 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 role of the Karralika Programs Quality Improvement and Compliance Committee (QICC) is to monitor, report and continuously improve the quality and safety of treatment and programs provided by Karralika Programs.

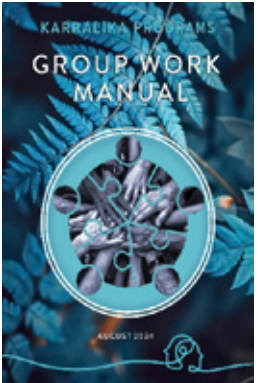
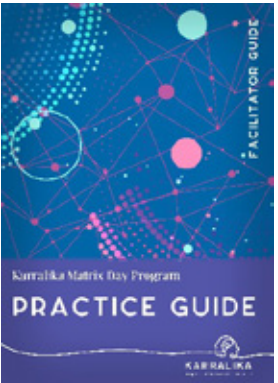
The QICC membership includes the Clinical Services Director, Quality and Clinical Services Officer; Programs Managers and staff representatives from each program area (Residential, Community, Justice, Corporate, and NSW Programs) and representatives from clinical disciplines.

The QICC meets monthly throughout the year and endeavours to provide leadership, advice and guidance, through:

- Operationalising the Quality Improvement Plan (QIP), including the annual development and bi-annual review of the QIP;
- Monitoring Incident Reports and incident reporting processes;
- Identifying, coordinating and supporting research, education and training activities across program areas;
- Identifying and exploring clinical initiatives and strategies;
- Recommending evidence-based models of care and treatment;
- Supporting the work of the Reconciliation and Inclusion Committee (RIC) in meeting organisational principles of diversity and inclusion - through operationalising initiatives and work identified by RIC; and
- Considering workforce development through internal training and development programs, external engagement opportunities and effective recruitment strategies and approaches.

The QICC has developed and progressed a number of key activities under the 2023/24 Quality Improvement Plan, including:

- Review and establishment of organisational and program-based procedures, templates and training to support the assessment and effective management of client risk;
- The development and implementation of the Karralika Programs Child Safe Framework;
- Review and update of intake and assessment procedures;
- Review and update of organisational and program-based treatment planning procedures and templates;
- Further development and implementation of the Karralika Programs Group Work training package;
- Review and update of the Karralika Matrix Day Program, including the adaptation of resources for delivery across the ACT and NSW to diverse populations including First Nations people, LGBTQIA+ people, teens and young people;
- Review of the Women: Choice & Change program practice guide to capture feedback from service users and principles of inclusion, including the further development of a complimentary men's program.



## QICC MATRIX REVIEW PROJECT

Karralika has been delivering the Matrix Day Program for several years. As part of good governance and quality improvement, a working group was established in early 2023 to review and update program materials to ensure that they were in line with evidence-based best practice. A key term of reference included in this review was a focus on ensuring that program materials used trauma-informed language and approaches that were inclusive of vulnerable and diverse populations.

During this process, our suite of Day Programs expanded to include a Day Program in Gungahlin (ACT), and new programs underpinned by the Matrix model for young people and young adults in Wagga and Griffith, and a day program for people with dependent children in Queanbeyan/Cooma. The review process included a focus on the needs of the cohorts in the new programs described later in this Report.

## QICC RISK ASSESSMENT & SAFETY PLANNING REVIEW PROJECT

Karralika recognises that risk is an integral and unavoidable component of business, both opportunities and threats. The organisation-wide Risk Management Framework promotes a consistent and comprehensive approach to identifying and managing risk in a dynamic, efficient, and effective manner.

The Risk Assessment and Safety Planning Procedure forms part of the 'People' element in the organisational Risk Management Framework and outlines the expectations of staff providing direct client care. Program-specific procedures and risk assessment and safety planning templates were established to support best practice when working with adults and also with young people. The Project has been completed and launched across all program areas.

# Health, Safety and Wellbeing Committee

The purpose of the Health, Safety, and Wellbeing Committee is to promote and support a safe, healthy, and inclusive work environment for all employees. The committee is dedicated to identifying and addressing potential health and safety hazards, recommending and supporting wellness initiatives, and fostering a culture of employee wellbeing within the organisation.

Additionally, the committee aims to ensure compliance with relevant health and safety regulations and standards while continuously seeking opportunities for improvement in these areas.

This year, the Governance Group asked the committee for advice on activities and initiatives that could be implemented to support the health and wellbeing of our workforce.

With much enthusiasm, the committee has established a bi-monthly newsletter curating information, practical tips and resources to cultivate a work environment that not only prioritises safety but also fosters wellbeing.

The objective of this resource is to develop and share our personal experiences, strategies, and references, that will support building a comprehensive on-line selfcare and wellbeing catalogue of information for staff.

Despite being in its infancy, the newsletter has received some great feedback from staff:

**"Thanks for sharing this!! It feels like it is coming from a very genuine, authentic, and caring space and a pleasure to read!"**

## THE TACKLING TOBACCO INITIATIVE

The Tackling Tobacco initiative was a recommendation from the HS&WB Committee in 2023 and has now been implemented across all Karralika sites!

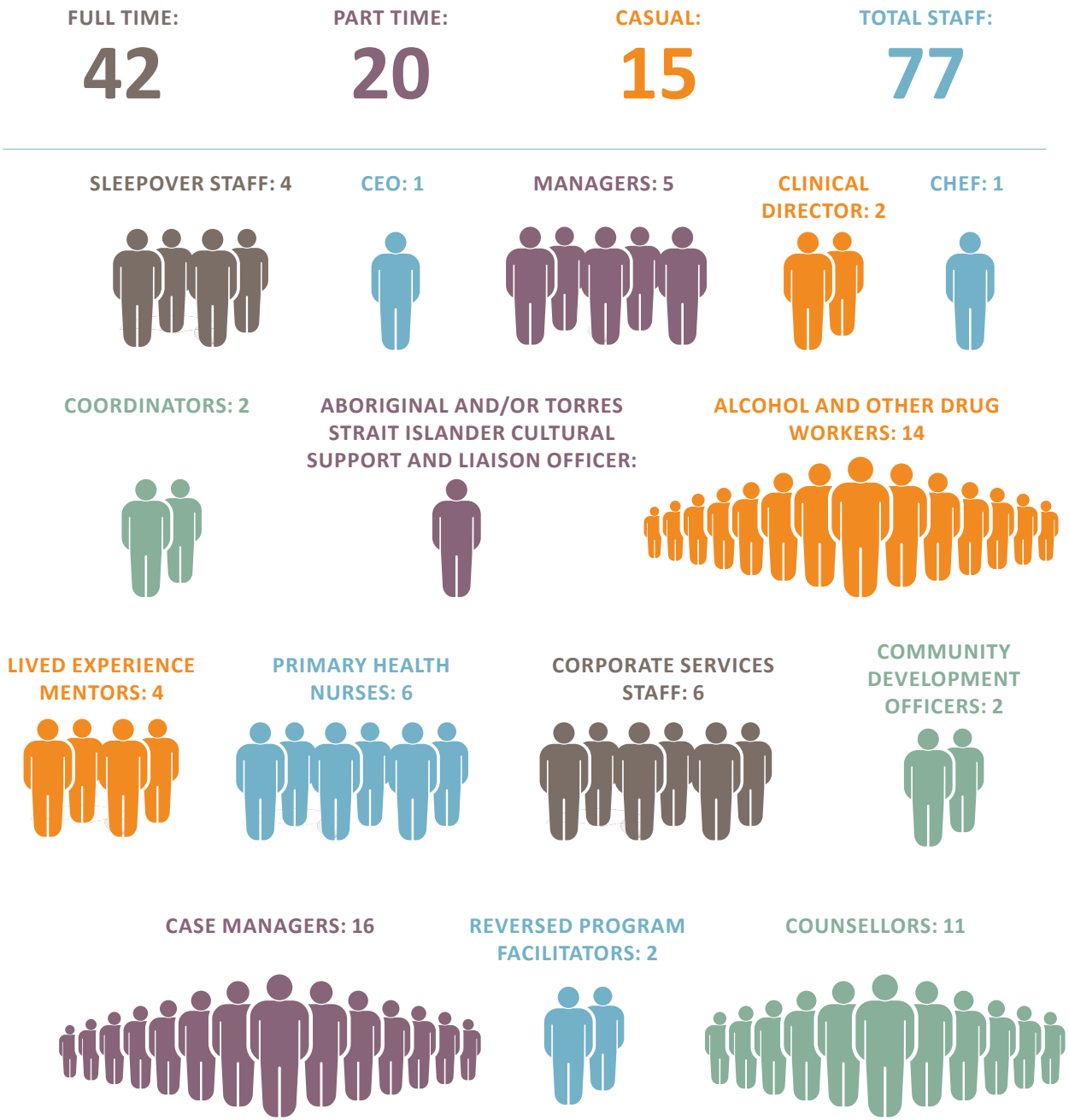
**"The Tackling Tobacco program aims to end tobacco-related disparities in priority populations by empowering organisations and individuals to address tobacco use through evidence-based smoking cessation strategies and support."**



# Our Team

The Karralika workforce is a diverse team of people with vast personal and professional experience, skills and knowledge. One thing that binds us together is our unwavering commitment to providing excellent care and support to our clients and families. Not only has Karralika increased in size, we have also grown our lived experience workforce, bringing important and valued experience and perspectives to supporting our clients on their recovery and healing journey.

## Staff Profile



## Staff Satisfaction

Our staff are the heart and soul of the organisation, creating the culture and living the values we uphold as a trusted service provider and as a great place to work.

Feedback from staff is gathered through a range of approaches in addition to a formal and anonymous staff satisfaction survey each year. This survey asks a range of questions at individual, team and organisation level around culture and values, skills and support, communication and opportunities to engage in new initiatives.

Our growth and expansion into other locations and regions, and operating changes have presented both opportunities and challenges for us all. What has remained consistent is the commitment to our mission and purpose, living our values and delivering quality programs.

Overall, of the respondents completing the 2024 survey:

- 100%** live the values of the organisation
- 100%** can easily articulate the purpose of the organisation
- 97%** believe the organisation is true to its mission
- 94%** say their job gives them satisfaction
- 94%** understand what is expected of them
- 94%** have job autonomy
- 94%** have tools and systems to effectively perform their role
- 86%** are happy to come to work most days
- 82%** said they feel valued at their workplace
- 85%** believe the organisation seeks and values the voice of the consumer

Staff connecting and celebrating 2023





# Workforce Recognition and Development

Over the past year our workforce has grown in size, skill and diversity. From the establishment of new programs through to the opportunities to learn and develop our workforce is the backbone and the heart of everything we do.

Our team delivers quality services and works together as part of continuous improvement, living the values we hold strong, and keeping our clients at the centre.

Through inhouse training and mentoring, participation in conferences, online professional development, networks and forums, clinical supervision, group supervision and practice support, our staff have access to various opportunities for growth that supports their own professional development, job satisfaction and the quality of the service we provide to the community.

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.

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.

Examples of some of the activities this year include:

- Diversity and Inclusion training with Diversity Council of Australia (DCA)
- First Aid, and Mental Health First Aid
- Conference attendance – NADA, ATCA, DANA
- Cultural Awareness
- Presentation at the DANA Conference and ATCA symposium
- Justice Reform Group and Canberra Restorative Community meetings
- Current Trends in overdose and drug-induced deaths
- Minimum Qualification Strategy for AOD and Certificate IV Alcohol and Other Drugs
- Karralika Programs Group Work Training
- Individual and group clinical supervision
- Communities of Practice

## 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 and Nursing. We also supported students from CIT Yurauna – CIT’s dedicated Aboriginal and Torres Strait Islander Educational Centre of Excellence.

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.

## Community of Practice for Counsellors

Counsellor’s Community of Practice is a key element of Karralika’s commitment to consultation and reflective practice. In recent years, Karralika’s counselling team has expanded significantly to include outposts on the south coast and Riverina districts of NSW, and new programs in Queanbeyan NSW and Gungahlin in northern Canberra.

This peer led forum gives Karralika’s counsellors an opportunity to stay professionally connected regardless of where they may be physically located, to exchange ideas and provide mutual support to one another. From an organisational perspective, this forum gives counsellors an opportunity to feed into organisational planning in particular on matters affecting clinical practice.

## Community of Practice for Nurses

Our Community of Practice shares a vision of creating a supportive and thought-provoking space for nurses. Members are encouraged to share their experiences, knowledge and skills with one another, and participate in peer consultation providing critical and supportive feedback with a goal to improve our clinical practice.

Our team is comprised of highly experienced and qualified nurses working across the ACT and NSW. Meeting monthly in person/virtually, our team discusses clinical management of our clients, explores evidence-based treatment and supports, links with education opportunities, identifies and addresses common challenges and professional issues, and provides an important space for collegial connection.

Regularly external clinical supervision individually and as a Community of Practice, provides our nurses with valuable opportunities for practice improvement and support.



# Our Programs

We are proud to provide specialist alcohol and other drug treatment, prevention and harm minimisation support services to children and young people, adults and families across the ACT and southern NSW region.

This year our programs and geographic reach has expanded to include additional day programs as well as continuing our well known residential, community and justice services. With the support of Elders and community, we ensure that our services and programs are safe and welcoming for First Australians. The diversity and passion of our workforce ensure that our programs and sites are also welcoming for people from diverse backgrounds including gender and sexuality, culture, religion, education, literacy, abilities and lived experience.

Through our active participation in networks and forums, partnerships and collaboration with other services, and connection to other services and professionals ensures that our clients are well supported, to continue their healing and recovery journeys.

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 ACT and NSW governments, Australian Government agencies, Capital Health Network (the ACT Primary Health Network), 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.

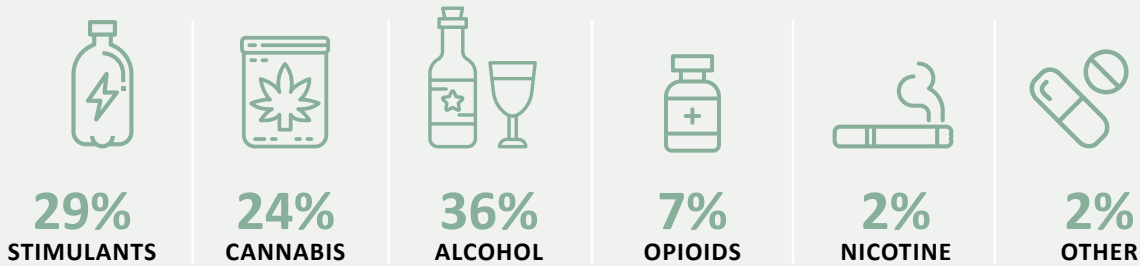
However, all have the common goal of wanting to address the impacts and harms associated with their substance use, and a desire to create or regain control and live a life with purpose, meaning, inclusion, support and, positive relationships with friends and family.

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, 951** people received a service from Karralika Programs, including an assessment.
- **64% were male** and **36% female** (this includes our two male only program).
- **Of those clients, 21%** identified as **Aboriginal and/or Torres Strait Islander**.
- **There were almost 14,680** client contacts completed in the year.
- **179 adults, children and young people** received nursing support in the community (not including nursing support received in the residential programs) across ACT and NSW.
- **219 adults, children and young people** received counselling in the community (not including counselling performed whilst participating in residential programs) across ACT and NSW
- **98 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, noting that most people consume multiple substances.





# Residential Services

45 years of delivering residential rehabilitation programs in the ACT to individuals, couples and families has been a privilege. The Therapeutic Community model and method continues to support the individual goals of our residents, and offers a living-learning approach to rehabilitation and ongoing recovery.

## HIGHLIGHTS

Throughout 2023-24, our residential programs have been part of several significant moments.

The refurbishment of the Adult Program facilities was successfully completed in October 2023, and residents returned to the brand-new accommodation modules with great excitement. The stylish upgrades have enhanced our facility’s environment for residents and staff alike. The key improvements included: modernised interiors including furnishings which provided a much more welcoming atmosphere as well as improved accessibility features to support all members of the therapeutic community.

We thank the ACT Government for this refresh, and recognise the substantial work of our teams in supporting residents through the construction period, and recognise the residents themselves for their continuing commitment to program and care for each other.

Our Family Program has worked closely with Roundabout this year whose focus is on the provision of essential items for children and families. Our association with them has supported us to ensure that our children have the resources they need when coming to program with their parent/s. Resources from Roundabout have also supported us in updating our Art and Community space, making it a warm, inviting and creative space for our children and parents. We have also had a wonderful donation from the Canberra Quilters Club of beautiful handmade blankets which have been utilised for both adult and family program residents in a variety of ways.

This year, the Family Program has experienced several joyful events, with the birth of a new baby and children reunited with parents following significant progress in their treatment.

Balancing a personal treatment program with the responsibilities of parenting is no easy task. However, parents and children have continued to thrive, showing marked improvements in parenting skills and overall family connection and functioning. This progress reflects the parents’ unflinching dedication to their recovery and the positive environment, flexibility, support and assistance provided by Karralika.



From a team perspective, highly skilled practitioners engaged with peers from across the organisation to formulate new practice protocols incorporating evidence-based research aiming to improve our clinical interventions and elevate our service effectiveness. These included the Treatment Planning Project, which included developing updated treatment plan templates and guidance protocols for case managers in each program area.

Additionally, the Risk Assessment and Safety Planning Project has advanced a more in-depth approach to our risk assessment practice which will lead to improved identification and management of a range of comorbidity issues. Staff training sessions on the new protocol have been delivered with initial rollout occurring in the therapeutic community.

The initiative has been welcomed by staff with positive feedback so far in these early stages. Our staff and residents have again actively supported a range of events in the community including Reclaim the Night, the Remembrance Day ceremony and various Reconciliation and NAIDOC week activities, showing our continued commitment to enhancing our service offerings and proactively engaging with the wider community.

"I am extremely grateful to the Karralika program and staff and community for having me as a part of the TC, particularly after my self discharge and relapse. The absolute care, challenges, professionalism, compassion is outstanding. I was encouraged to trust and keep going although outrageously reluctant and defiant. This program and processes have benefited me beyond belief. I had literally nearly given up all hope-nothing in my life but alcoholism and fear and shame. The Karralika program and staff gave me hope for myself and a future living in recovery."

"I am very grateful for Karralika. It is run really well and the staff are amazing. Thank you."

I am extremely grateful to all the staff and peers for my opportunity for true recovery. Thank you.

RESIDENTIAL SERVICES (FAMILY AND ADULT TC) KEY INFORMATION

- **86** adults participated in the program throughout the year
- **The majority** of residents self-referred
- **39 Men** participated throughout the year
- **47 Women** participated throughout the year
- **69%** completed one to 8 weeks
- **24%** completed 2 to 6 months of program
- **7%** completed 6 to 12 months of program
- **15** children between 0-12 years accompanied their parent/s in program
- **31%** of residents identified as Aboriginal and/or Torres Strait Islander
- **89** days was the average length of stay

Good news story

We were offered a fantastic opportunity to re-engage with Outward Bound this year to participate in a suite of sessions at their Tharwa headquarters. 16 residents and 4 staff participated in the program which included the renowned high ropes course, bushcraft (rope making and nature prints), giant ladder and vertical playpen and nature walk/values journey.

The outcomes of the activities were measured via participant surveys pre and post program and covered a range of domains including compassion for others, environmental responsibility, resilience, self-confidence and social competence. Residents and staff appreciated the activities that required them to take healthy risks and cooperate with each other. The outcome measures identified improvements in all domains and participant feedback reflected the valuable lessons learned from participation.

Comments received from participants included:

"Challenging activities can bring people together"

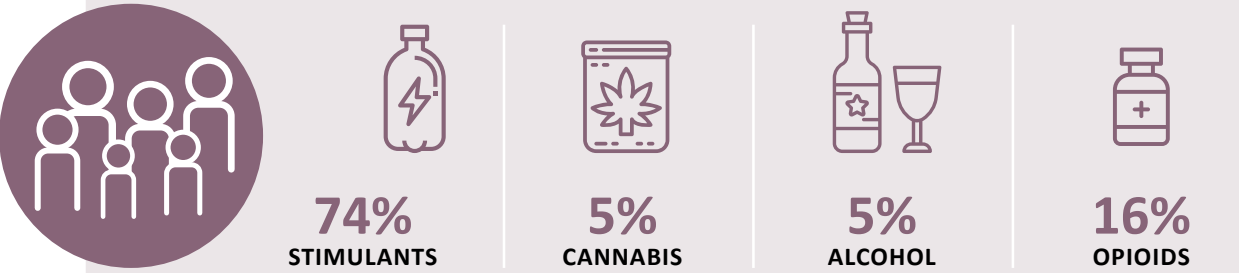
"People can rise to a challenge when supported"

"I'm capable of achieving more than I thought"

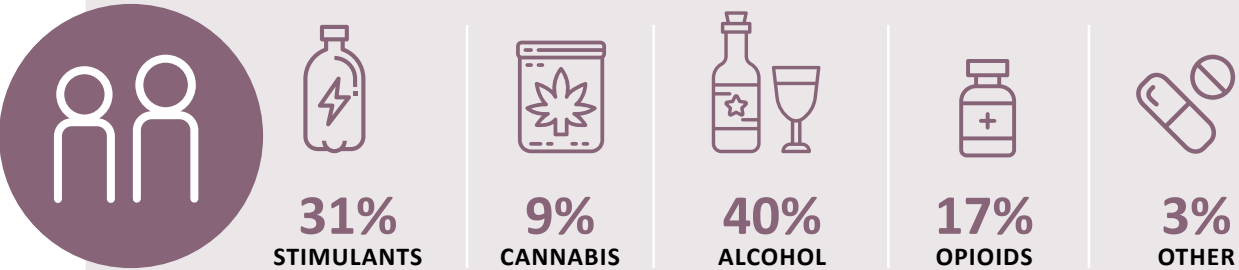
"I learned how to take healthy risks and push through fear"

"It is good to be in a group, being part of that group and contribute to it"

PRIMARY DRUG OF CONCERN REPORTED FOR FAMILY TC



PRIMARY DRUG OF CONCERN REPORTED FOR ADULT TC



# Community Services

During the year, our Community Services programs have grown to include new day programs in NSW, expanded day programs in the ACT, and continuing support for those seeking admission to our residential and community housing programs, counselling and aftercare.

## Assessment, Intake and Aftercare

With Karralika Programs Residential Services in the ACT being well known and long standing, large numbers of inquiries for assessment are received throughout the year. To ensure that members of the community are supported through the assessment, pre-admission, intake and aftercare following discharge, members of the ACT Community Services team provide initial screening, assessment and brief intervention, case management support, connection to other Karralika services and warm referrals to other supports in the community to meet individual and family needs.

Pre-admission support for those coming to one of our residential services includes assistance with gathering documents, managing finances, housing and other personal matters, and connection to our Cultural Liaison and Support Officer and Counsellors to maintain motivation, safety and wellbeing.

The team also provides aftercare for all clients exiting one of our ACT-based residential rehabilitation programs. The goal of aftercare is to help individuals maintain their recovery, prevent relapse and successfully reintegrate into their communities and/or be provided with appropriate referrals to other AOD services and supports for harm minimisation.

### CLIENT QUOTE:

A quote from a client who exited one of the residential programs and transitioned to his own accommodation.

Aftercare achieved positive outcomes for the clients through:

**Continued counselling and therapy:** Ongoing individual, couple or family sessions helped address underlying issues, cope with triggers, and stay focused on recovery.

**Support groups:** individuals were encouraged to remain connected to peer support groups, such as Alcoholics Anonymous (AA), Narcotics Anonymous (NA), or other recovery-focused groups, which provide a network of support from others who understand the challenges of recovery.

**Relapse Prevention and Safety Planning:** included strategies for identifying and managing potential triggers, stressors, or situations that might lead to relapse.

**Case Management and Advocacy:** involved case management services that helped individuals, couples and families access resources such as housing, education, and medical care, which are essential for long-term stability.

**Regular Check-ins:** scheduled check-ins with aftercare case managers and counsellors provided support, helped monitor progress, addressed any emerging issues, and provided encouragement

**Family Involvement:** where appropriate family members were engaged in aftercare support

**Health and Wellness Activities:** individuals, couples and families were encouraged to participate in healthy lifestyle choices, including exercise, proper nutrition, and mindfulness practices, to support overall wellbeing.

“This has been harder than I thought to go from feeling secure in program to now living alone and dealing with everyday life. Your support has been crucial to my ongoing success in remaining substance-free. I appreciate your belief in me to succeed and I will be forever grateful”.

# Community Counselling

**Specialised** alcohol and drug counselling services are available for individuals, couples, and families within the community.

These services include:

- Pre-Treatment Readiness Support
- Aftercare Support
- Family Relationship and Parenting Support
- Community and Employment Reintegration
- Relapse Prevention
- General AOD (Alcohol and Other Drug) Counselling

The program employs evidence-based therapeutic approaches to foster positive behavioral change, including:

- Solution-Focused Therapy
- Strengths-Based Therapy
- Trauma-Informed Care
- Cognitive Therapies
- Acceptance and Commitment Therapy (ACT)
- Narrative Therapy

## HIGHLIGHTS

Our counsellors are dedicated to delivering evidence-based therapies grounded in the latest research. They are committed to ongoing training and development to enhance their counselling skills and stay informed about emerging methodologies.

One of our counsellors during her counselling studies gained skills to use sand tray therapy during her sessions. Sand tray therapy is a therapeutic technique often used in counselling and psychotherapy to help individuals express their thoughts, feelings, and experiences in a non-verbal way. It involves the use of a sandbox, often referred to as a “sand tray,” filled with sand, along with a collection of miniature figures and objects. The client is invited to create a scene or “world” within the sand tray using these figures.

This year, we have provided support to an increased number of clients and their families referred to community counselling by Construction Charitable Works (CCW). Consistent feedback from CCW clients and staff highlights the excellent support and care they have received from our team.



FEEDBACK FROM CCW STAFF AND CLIENTS ABOUT THE COUNSELLING SERVICES RECEIVED

“Please let me share that I have again received fabulous feedback from some of our clients about their work with you. We are so lucky to have the Karralika partnership ... thank you for caring so much about these blokes and offering them such understanding and new perspectives! One even commenting affectionately that he always takes something useful away from Ray!!

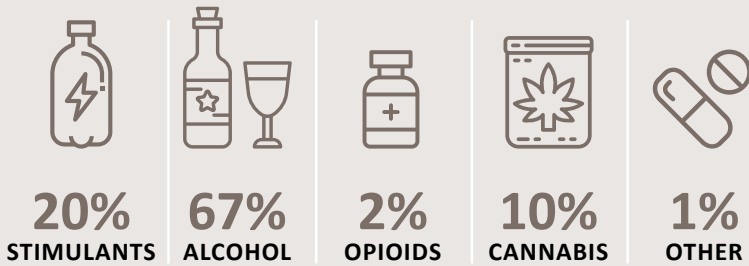
“I was not used to talking about my problems so it was really good to have someone to talk to. “

“Thank you so much. Glad to have someone there to help me through this in such a good way.”

SPECIALIST COUNSELLING KEY INFORMATION

- 70 people participated in the program throughout the year
- 67% identified as men
- 33% identified as women
- 11% identified as Aboriginal and/or Torres Strait Islander

PRIMARY DRUG OF CONCERN REPORTED:



Matrix Day Program

Matrix Day Program is a trauma-informed, cognitive behaviour therapy (CBT) based, relapse prevention program for people who wish to stop or change their substance use. Matrix is a validated treatment program, providing structured treatment experience. The program integrates the roles of Lived Experience Mentors, counselling, and case management to ensure that participants are supported to achieve the best possible outcomes from their treatment experience.

The Karralika Matrix Day Program is made up of the following elements:

- Early Recovery Skills groups
- Relapse Prevention groups
- Living Recovery groups
- Individual counselling sessions (with Matrix Counsellor)
- 3 treatment planning sessions (with Matrix Counsellor or Matrix Case Manager)

CLIENT QUOTE:

Feedback received from group members has been positive. The following statement is from a group member, who commenced their attendance at the founding of our Gungahlin Office:

My personal transformation and positive changes in my life by far since I started with this group speaks volumes for itself on how effective and efficient the Matrix Group that I’m currently on. The program has given me the opportunity to learn and possess skills that helped me overcome cravings and thoughts about using which is my number one enemy that has led me to countless lapses before. It supports me as well to achieve and maintain my sobriety”.

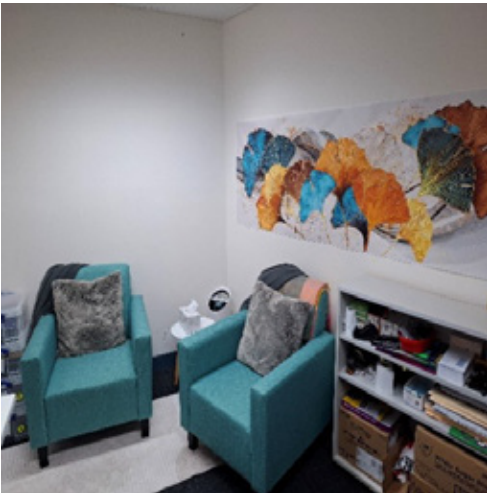
HIGHLIGHTS

The Matrix Program continued to be offered at Deakin, and in response to high referral rates and longer waiting periods, additional funding from ACT Health enabled the launch of the program at Gungahlin. Both Deakin and Gungahlin sites have consistently operated at capacity, with 12-14 participants enrolled and attending regularly. Although referrals and waitlists remain high, the introduction of the program on Canberra’s northside has significantly reduced wait times.

The expansion of the Matrix Day Program to both the south and north sides of Canberra has been well-received by participants and the services referring their clients.

This year, the Matrix project team conducted a review of the Matrix Program, resulting in an updated version of the program’s materials, resources, processes and guidelines. The Matrix project team deserves recognition for their exceptional work in creating up-to-date, evidence-based, and comprehensive program materials, incorporating a trauma-informed approach to delivering the program.

Below: image of one of the counselling rooms at the Gungahlin office



FEEDBACK FROM OUR CLIENTS

Thank you, Karralika, for all your support, it has been a real privilege working with you all and absorbing your knowledge and sharing my experiences with you. Keep doing the good work helping people to choose a better life for themselves.

Matrix was essential to helping me transition from TC into community. It really helped.

Nexus Men’s Program and Transition Program- ACT

The Nexus Men’s Program provides 9 adult beds for males who are seeking a step down from the community to focus on abstinence from alcohol and other drugs and early recovery in a supportive peer-based program.

The Transition Program offers 8 beds for individuals, couples, and families (including children) who have completed the Therapeutic Community Program and are ready to re-enter the wider community. This program helps residents maintain their abstinence from alcohol and other drugs, strengthens their recovery, and supports their reintegration by fostering positive, healthy relationships.

Families in Transition ensured their children continued attending the early childhood education Centre they had been enrolled in since joining the therapeutic community family program. With support from case managers, parents recognised the importance of maintaining consistency, stability, and security for their children during the transition to the new housing.

Community connection remained a key focus for both Nexus and Transition. By engaging in education, training, and employment, residents experienced increased confidence and enhanced self-worth. Socially, residents were encouraged to expand their support networks, which they achieved by joining sports teams, attending playdates with other families, and connecting with new support groups.






**HIGHLIGHTS**

This year, an increase in residents led to the development of a strong peer support network. Participation in the Matrix program provided routine and structure, reinforcing crucial knowledge on early recovery, relapse prevention, and other key aspects essential for sustained recovery and successful reintegration.

**MATRIX DAY PROGRAM – KEY INFORMATION**

- **83** clients enrolled into the program.
- **33%** women participated in the program
- **66%** Men participated in the program
- **1** identified as non-binary
- **20%** identified as Aboriginal and/or Torres Strait Islander

**PRIMARY DRUG OF CONCERN REPORTED:**

 <b>41%</b> STIMULANTS	 <b>37%</b> ALCOHOL	 <b>7%</b> OPIOIDS	 <b>12%</b> CANNABIS	 <b>3%</b> OTHER
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**Good news stories**

One of the key challenges residents face in reintegrating into the community is the difficulty in securing stable, long-term housing. The recent and ongoing economic pressures affecting the broader community have led to increased demand for public and social housing, which has, in turn, extended the wait times for residents in Nexus and Transition programs to receive housing allocations.

However, we are pleased to report that several residents this year experienced the excitement of being allocated housing.

This success was made possible through the strong collaborative relationships our case managers have established with ACT Housing case managers. Our case managers consistently supported residents in communicating with housing authorities and provided ongoing advocacy, emphasising the residents’ suitability for housing as a result of their successful treatment journey.

#### NEXUS PROGRAM (ACT) KEY INFORMATION

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

#### PRIMARY DRUG OF CONCERN REPORTED:



**67%**  
**ALCOHOL**



**33%**  
**OPIOIDS**

#### TRANSITION PROGRAM (ACT) KEY INFORMATION:

- **6 Adults** participated in the program throughout the year
- **50%** identified as men
- **50%** identified as women
- **33%** client identified as Aboriginal or Torres Strait Islander
- **331** days was the average length of stay
- **363** Direct client contacts

#### PRIMARY DRUG OF CONCERN REPORTED:



**67%**  
**STIMULANTS**



**33%**  
**ALCOHOL**

#### OUTREACH/AFTERCARE SERVICES KEY INFORMATION:

- **54 People** participated in the program through the year
- **48%** Identified as men
- **52%** identified as women
- **26%** identified as Aboriginal and/or Torres Strait Islander
- **232** Direct client contacts

#### PRIMARY DRUG OF CONCERN REPORTED:



**31%**  
**STIMULANTS**



**48%**  
**ALCOHOL**



**8%**  
**OPIOIDS**



**13%**  
**CANNABIS**

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

Our Cultural Support and Liaison Program provides connection, healing and support for our clients as they participate in our treatment programs. The link between recovery and healing is strong, and our Aboriginal and Torres Strait Islander Cultural Support and Liaison Worker brings passion, knowledge and truth telling to their work with clients and also with staff. Our commitment to providing a safe and welcoming space, that is inclusive and trauma-informed remains central to the way we work with clients, staff, other organisations and the community.

Activities during the year included:

- Cultural activities delivered across the Adult and Family Therapeutic Community, Matrix Program, and Solaris Therapeutic Community 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, including smoking ceremonies on some program sites
- 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.

Events and activities were held acknowledging and celebrating Aboriginal and Torres Strait Islander culture, raising awareness and supporting reconciliation and inclusion.



#### CLIENT FEEDBACK

"The Cultural support I have seen and experienced through Karralika has been a positive and grounding experience."

"Going on outings learning about our land and Dreamtime with Tiana were really awesome."

"Outstanding. Same goes for the Aboriginal and TI library."

"Tiana is wonderful and her support is amazing."



# Women: Choice and Change Program

In 2023, funding was provided by ACT Community Services Directorate to support a partnership between Karralika Programs Inc. and Relationships Australia Canberra Region (RACR) to expand the pool of trained facilitators of the Women: Choice and Change in Canberra and deliver the program more widely to people in the ACT.

**Women: Choice & Change** is a 7-week program for women and gender diverse people who are comfortable in spaces that centre women’s experiences who are, or have been in, an abusive relationship. It provides people with the opportunity to meet with others who have similar experiences, talk through issues, and look at positive choices and strategies for the future.

“Thank you so much for creating a safe and respectful space.”

“I have been so inspired. I want to be a facilitator one day when I am ‘healed’.”

“This program has really helped me put words around my experience and allow me to move past the initial survival mode I have been set in for the past 6 months. I was able to dig deeper in this program and had some valuable revelations as a result.”

## Good news story

### WOMEN: CHOICE & CHANGE PROGRAM

- 30 Women have commenced the group program
- 24 Women have completed the group program received nursing support
- 11 Additional women have are currently enrolled in the August group

### ACROSS THE FOUR PROGRAMS:

- 9 Identified as Aboriginal and/or Torres Strait Islander
- 5 women identify as LGBTQIA+
- 9 women from CALD communities

# Non-residential Withdrawal Program (ACT)

The Karralika Programs Non Residential Withdrawal (NRW) is a unique service supporting adults and young people over the age of 12 to safely stop or reduce substance use in their own home. The team of highly skilled and professional nurses works with individuals and family members to provide the safest and most comfortable withdrawal possible, restoring health and wellbeing in the short term. Connections with other key professionals are supported to continue the recovery journey long term.

The nurses provide regular education sessions to the individuals in the residential withdrawal unit at Canberra Health Service, as well as sessions to residents at various step-up, step-down units, in Garran, Kambah, and more recently Lyneham. The team provide information sessions to people at Condor Community Hub. The Nurses also provide secondary consultations to GP’s and other alcohol, tobacco and other drug clinicians (ATOD).

## HIGHLIGHTS

The Nurses supported the design and implementation of the revised risk assessment and safety planning tool and have supported the purchasing of and staff training to use AED (Automated External Defibrillator) machines as part of a first aid response.

“Excellent personal attention”

“The nurses and support staff were quick to act, professional and on time with calls and visits”

“Great staff, great support, very good constant support”

“The nurse’s confidence I could do this”

## CLIENT STORY

Kay (not her real name) has a history of drinking alcohol since the age of 13. She has had periods of sobriety, lasting between two to six years, with a good support network of family and friends. Despite her challenges with alcohol, Kay has remained engaged in the workforce, keeping the same job for many years.

Kay wanted to make some changes and had been involved in various treatment programs including residential rehabilitation and day programs. She reported that her drinking has caused problems by exacerbating her depressive episodes, mood swings, insomnia and self harm. Not wanting to attend a residential program, Kay engaged with the Non Residential Withdrawal (NRW) team.

Kay, the NRW nurse and her GP, worked together to develop a treatment plan which included daily home visits during the first week, gradually reducing over 2 weeks. With the support of the Nurse, Kay’s withdrawal symptoms were managed well, and Kay re-established AOD counselling. Kay also started attending two AA meetings per week, providing a great opportunity to connect with the community.

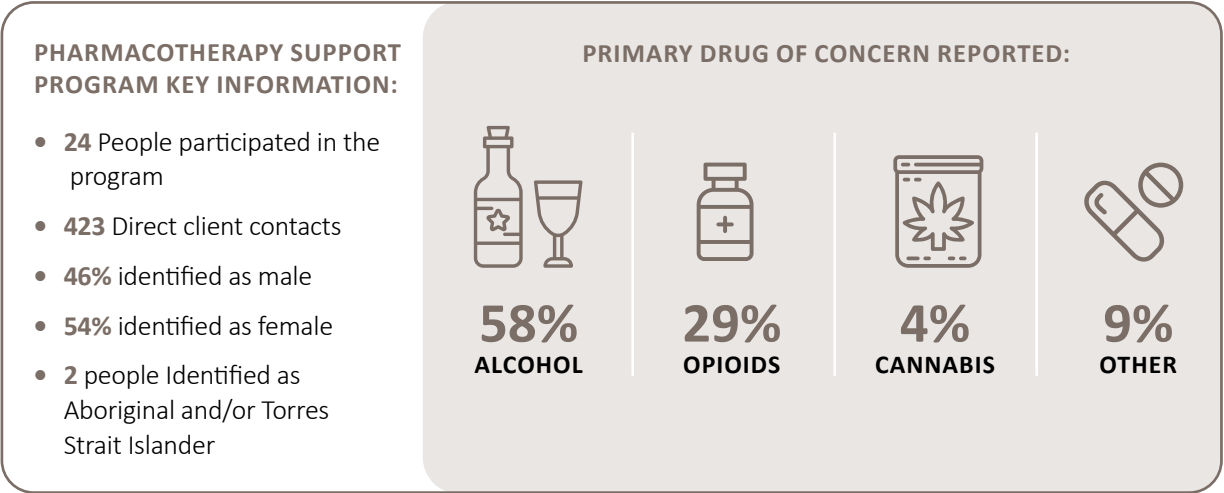
After 3 weeks in the program Kay was still engaged with AA and counselling and maintained sobriety during that time.



### Pharmacotherapy Support Program

The Pharmacotherapy Support Program led by our Nurse-Practitioner until December 2023, supported people in the community who wished to commence, stabilize or reduce their pharmacotherapies in order to access residential or other AOD treatment.

Working closely with pharmacies, GP’s, other prescribers and health professionals provides wrap around care to support the health and wellbeing of the clients.



### Fortis Day Program – Focus on Recovery Through Integrated Support

This newly established Day Program “FORTIS”, funded by the NSW Ministry of Health, is a trauma-informed, cognitive behaviour therapy (CBT) based, early recovery, relapse prevention program for adults with dependents who reside in the Queanbeyan/Cooma and Palerang region.

Bringing Up Great Kids (BUGK) parenting program is also a key feature of Fortis with parents learning skills that support healthy family relationships and positive parenting practices.

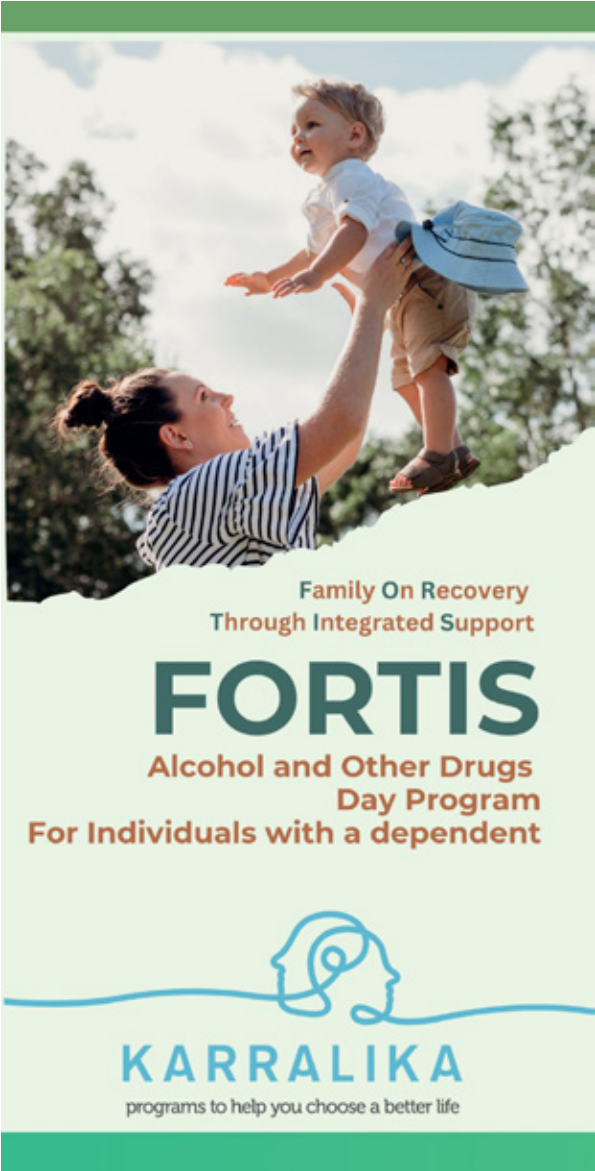
With a focus on recovery through integrated support, Fortis is a validated treatment program, providing a structured treatment experience. The program integrates the roles of Lived Experience Mentors, counselling, and case management to ensure that participants are supported to achieve the best possible outcomes from their treatment experience.

Participants will explore and practice skills in relapse prevention, safety planning, parenting, life balance, interpersonal issues, and recovery roadblocks.

**HIGHLIGHTS**

Over the past six months, our efforts have been concentrated on recruitment, securing property for the program, and setting up the necessary infrastructure, including the office. The team has also dedicated time to learning the components of the day program by observing and co-facilitating the Matrix Program. The team is gearing up for the launch of the FORTIS program, focusing on networking and marketing with stakeholders, and developing referral pathways. Staff have attended training and development in the following areas:

- NSW Clinical Care Guidelines for AOD Services
- Bringing up Great Kids Facilitator Training



### Good news story

A couple from the region was seeking treatment for their family, through the Family Program. However with one of their children being 13 years of age, access to that program was not possible. Having learned about the new FORTIS Day program, the parents expressed interest and were referred – feeling much relief that they could participate virtually and remain as a family unit whilst accessing treatment. Whilst waiting for program to commence later in the year, they have been supported by the FORTIS counsellor and case manager.





RISE Day Program – for young people and young adults

This newly established Day Program “RISE”, funded by the NSW Ministry of Health, is a trauma-informed, cognitive behaviour therapy (CBT) based, early recovery, relapse prevention program for young people and young adults (aged 12-24 years).

Modifying the well-respected Matrix Day Program model, the program will be delivered in two locations: Wagga Wagga and Griffith, with the ability for those in the regions to join virtually. Two programs in each location will be delivered to accommodate the different age groups: 12-17 years during school terms, and 18-24 years run as a 16-week program.

The Griffith RISE Day Program team includes two Counsellors and a Lived Experience Mentor, with the Wagga Day Program including a Counsellor, Case Manager and Lived Experience Mentor.

We are excited by the inclusion of peer workers in the team (Lived Experience Mentor) who bring rich and valuable insights into recovery, alongside the group work and counselling service offering.



Karralika Programs

# RISE Program

A day program for young people looking for recovery from alcohol and other drugs



Karralika Programs acknowledges that we are on Wiradjuri country and pay our respect to Elders past, present and emerging. We are committed to hearing the voices of Aboriginal and Torres Strait Islander and improving the health and wellbeing of all. We strive to make sure all people from all diverse backgrounds feel welcome and supported in our programs.

NSW Child and Youth Alcohol and Drug Program

The Child and Youth Program in the Murrumbidgee and Euobodalla regions provide support for children and young people between 10-19 years of age who are experiencing difficulties with their own or others drug issues. The teams are based in Wagga and Moruya and provide outreach to the local areas. Supported by Counsellors, Nurses and a Case Manager, young people have access to brief interventions, counselling, withdrawal and health supports, along with referrals and connection to other services, liaison with schools and agencies including Aboriginal Medical Services, allied health services, and GPs for example.

Our ‘treatment package’ is available five days a week working with young people, their families and other key services where needed to reduce the harms associated with drug and alcohol use, to improve quality of life.

The program is delivered on-site, and out in the community. Barriers to the service are managed by home visits, meeting clients in the park/at a café or another safe environment. Vehicles allow workers to transport the child or young person safely to their homes/GP/locations they need to get to.

Good news story



Joe (not their real name) came to the Child and Youth Program presenting with substance use concerns and a history of experiences that had significantly impacted them mentally and emotionally. During their time with us, Joe received holistic support, counselling and connection to services. Joe built confidence and skills and self-assurance to continue their journey independently, acknowledging the importance of abstinence for their own recovery. During their engagement with our team, Joe reignited passion for barbering.

2 months later, the team were thrilled to learn that Joe was doing well and in the process of opening their own barbering store and expressed their deep gratitude for the support received from Karralika.



Image 1 Simone (2EAR FM Eurobodalla Community Radio Station presenter), Karralika Programs staff Josie (Karralika Youth Counsellor) and James (Karralika Nurse)  
Image 2 Andrea, Josie and James partnering with headspace Batemans Bay  
Image 3 Andrea and James at Narooma High School, with Auntie Karen, Cultural Support Officer and Joseph, Deputy Principal





Images (from left to right) NAIDOC Week Wagga Wagga March down the main street and flag raising and smoking ceremony; Presentation to students aged 16-18yo on alcohol and other drugs; Child and Youth and CDAT teams at the Wagga Wagga Mardi Gras.

“Being opened to opportunities that I hadn’t thought about and getting help with school”

“They are very helpful when it comes to things like needing to find a first-time job and need advice for getting prepared for your L’s. I also love the service; it makes me feel that I can open up a lot more and just makes me feel safe.”

### HIGHLIGHTS

- Nurses from Eurobodalla and Wagga Child and Youth teams have presented at the Drug and Alcohol Nurses Association Annual Conference with the topic being ‘Karralika Child and Youth Program’.
- Successful community awareness campaign teaming with 2EAR FM Eurobodalla community radio station with ‘Soundwaves with Sim’. This included free ongoing broadcasts creating awareness, and a point of another referral contact for families and youth in the region.
- Invitation to the monthly Youth Action Meetings (YAM) collaborating carte plans and risk management strategies with South Coast Police District and Regional Youth Support Stakeholders.
- Strengthened relationships with three local high schools in the Eurobodalla, and continued presence to address barriers to potential clients accessing our service.
- Successful funding providing interactive iPads, Therapeutic interactive cards aiming at strengths, polyvagal system work and working with ACES for a safe collaborative approach.
- A youth Mental Health Forum for year 10-12 students at Christian College for all schools in the Riverina.
- Attending the Indie School Forum for students in years 9-12 which included a presentation on Vaping by the Sydney Blurred Minds team.
- The Child and Youth and Wagga CDAT teams attended the Homelessness Expo, meet regularly with other services in Wagga, and have maintained a presence at the Tolland hub to provide support to the community, assist with lunch and provide an open forum for consumers.
- Participated in the vaping initiative and collaborated with MLHD and Wagga Wagga PCYC. This project encouraged all schools from the Riverina to engage in creating a ‘no vape’ sign competition, with Karralika being part of the judging panel and winners posters displayed around the community. The Vaping Community Project Team received recognition at the MLHD Awards Night for their contribution to this project.

### NSW CHILD AND YOUTH PROGRAM KEY INFORMATION

- **216** Children, young people or family members were seen by counsellors, nurses and a case manager
- **602** Nursing support sessions
- **1831** Counselling sessions
- **134** Case management and support sessions
- **2567** Direct client contacts
- **31%** Identified as Aboriginal and/or Torres Strait Islander
- **58%** Identified as male
- **42%** identified as female

### PRIMARY DRUG OF CONCERN REPORTED:



**81%**  
CANNABIS



**7%**  
ALCOHOL



**12%**  
REPORTED OTHER SUBSTANCES  
(INCLUDING NICOTINE)



## Client Story

Jay's story is one of remarkable transformation, beginning with high-risk substance use behaviours and the challenges of co-existing ADHD. When Jay first entered the Karralika Program at the age of 12, he was deeply entrenched in a cycle of unlawful activities, dangerous vape use activities and initial suspicion of illicit drug experimentation, and a defiant attitude towards adults and authority figures. Trust in strangers was a foreign concept to him, and his anger and resentment often overshadowed any attempts to connect with him.

Despite these challenges, Karralika's unique approach—outreach, non-judgmental care, and person-centered therapy—allowed Jay's return to begin. The program's holistic focus on the complexities of families, parenting, and risk mitigation laid the groundwork for what would become a powerful shift in Jay's life and comprehensive safety planning.

After achieving some success in harm minimisation, Jay disengaged from the program. Eight months later, Karralika was approached to provide support as a result of Jay's Cannabis use and other drug experimentation. He was struggling with school rules and authority figures, often responding by running away when overwhelmed. His emotional escalation, now compounded by Cannabis addiction, led to a renewed need for support.

With an understanding of Jay, the team started counselling sessions at a local park, with Panza—Counsellors trainee pet therapy dog, providing comfort and companionship and a focus for Jay to connect with.

With a slow and steady approach through brief, 10–15-minute sessions Jay gradually opened up and began talking about his challenges, and began attending the Karralika therapy room and safely explored his risks and options for harm minimisation.

One of the most significant turning points in Jay's journey came when a collaborative plan was developed to support his entry into a Youth rehabilitation program, with continued support from Karralika resulting in the first significant reduction in cannabis use in over a year.

Jay confidently attends his Karralika therapy sessions on his own, talking and processing challenges openly, collaborates on harm minimisation strategies and approaches his challenges with trust, gratitude and honesty.

He now has increased focus on a future without addiction, hoping for a career in engineering and currently gained employment as a Barista improving social skills and self-image, while engaging in boxing as a sport to manage healthy expressions of anger. His journey continues, and we celebrate his growth, moving from mistrust and anger to connection and acceptance, and have been privileged to be part of his journey, providing support alongside our clients, with professionalism, flexibility and care.



## CLIENT QUOTES FROM THE NSW CHILD AND YOUTH PROGRAM

"The supportiveness and knowing that I could open up freely"

"I liked the constant support and checking in on me, they also made me feel very welcomed"

### Poem: 'The Blame Game' by Kay

#### The Blame Game

I used to blame you for everything,  
everything bad that went on,  
I blamed you for the way I grew up,  
The roof I was under  
I blamed you for the drugs you was on  
believe me, I thought it was all you aye?  
But lets not forget what got you here,  
history repeated itself big time aye?  
You had your demons, you had your shit that you needed to sort out  
I don't think I could ever forgive you.  
But I understand what and why you are the way you are  
and I dont blame you anymore.

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

The longstanding Community Drug Action Team (CDAT) program funded by the NSW Ministry of Health has continued to be supported by a consortium of four specialist alcohol and other drug services across NSW.

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.



*Pictured here (LtoR): Althea Brunskill Community Services Manager (NSW); Chloe Chant Community Development Officer, Kerry Fitzroy Community Services Manager ACT/region, Louise Graham Community Development Officer, Sharon Tuffin, CEO.*

### HIGHLIGHTS

Activities across the region over the past 12 months have continued to inform and inspire communities, with a focus on education, prevention, community engagement and promoting positive mental health and wellbeing. Here are just a few of the activities undertaken.

#### Coolamon

- High School Student Engagement: hosted over 75 high school students at the community library, featuring activities like the Beer Goggle Challenge, Standard Drink Guessing Game, and a Mocktail Making Competition.
- Delivered vaping workshops at Coolamon Central school, presented by Blurred Minds (Griffith QLD Uni)

In 2024, Karralika hosted the Regional Forum in Goulburn on Gundungurra and Ngunnawal country, bringing together representatives from CDATs across the southern parts of the State. Special guest speakers shared research and information about vaping and the impact of social media, followed by passionate community members sharing information and innovative ideas to reduce the harms associated with substance use in their communities.

#### Temora

- 'Last Drinks with Maz Compton' Event: Held a session where Maz Compton shared her personal story about overcoming alcohol dependence, offering strategies and insights to young people.

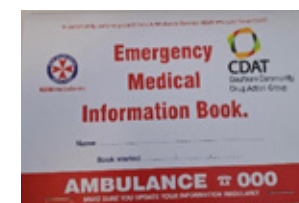


- Community Pool Party: Organised a non-alcoholic, fun event to promote a healthy and safe environment.
- 'Boxing and Confident Me' workshops: Hosted workshops providing young people with a safe space to discuss challenging topics, enhancing confidence and coping skills.

#### Albury

- Educational session on Drink Spiking: Hosted by Sarah Williams from "What were you wearing" to educate on drink spiking awareness and prevention.
- Youth Wellness event: Engaged with young people at a youth wellness event to discuss drug and alcohol prevention.
- Morning tea for local services: Organised a morning tea to connect with local service providers, aiming to boost CDAT membership and collaboration.

**Goulburn** – during the opening of Seniors Week, the Goulburn CDAT had an information stand sharing information about medication safety, overdose prevention, proper medication disposal and emergency response. One of the highlights was the Emergency Medical Information Book put together by the CDAT and NSW Ambulance that supports primary prevention and harm minimisation.



#### Federation

- 'Big Life Journal' Project: Initiated a project involving six local schools, promoting positive mental health and wellbeing among students.
- Jigsaw Magnet Resource: Developed and distributed a jigsaw magnet resource containing drug and alcohol education information and local supports contacts, shared at various community events.



#### Wagga Wagga

- Drink Spiking Awareness: Hosted by Sarah Williams for a presentation on drink spiking awareness
- Mardi Gras Participation: Engaged the community with alcohol and other drug (AOD) activities during Wagg's annual Mardi Gras.
- Youth Drug and Alcohol Forum: Held a forum where "Blurred Minds" presented on vaping, focusing on its risks and impacts.



**Queanbeyan** – coinciding with the re-release of the updated Feed Safe app, the Queanbeyan CDAT in collaboration with local midwives and with the support of the Foundation for Alcohol Research and Education, delivered a event for parents navigating breastfeeding during the festive season offering answers to common questions about alcohol and breastfeeding, risks, safe practices and preventing harmful behaviours. Parents were also given access to professional support and alternative strategies to manage stress, contributing to primary prevention and harm minimisation.

**Griffith** held a Drink Spiking Awareness Event: Hosted by Sarah Williams for a community event on drink spiking awareness.



# Justice Services

Our Justice Services team 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/or drug driving offences.

Our programs include the Justice Services Alcohol and Other drug Counselling program, the Solaris Program within the AMC and aftercare support to link with other services upon release, and the REVERSED Drink and Drug Driver Education program which is an approved Alcohol and Drug Awareness Course linked to legislation in the ACT.

## Justice Services Alcohol and Other Drug Counselling

Justice Services Alcohol and Other Drug Counselling is a specialised counselling service for individuals connected to the justice system in the ACT. The service, funded by the Capital Health Network, collaborates with ACT Community Corrections and other services to enhance results, and address the relationship between AOD dependence and the justice system.

This year, 202 clients benefited from the exceptional service provided by our Forensic AOD Counsellor, who continues to build and nurture relationships with other Canberra services to offer more adaptable, accessible, and pertinent treatment to the particularly vulnerable population we assist.



### Good news story

Bill (not their real name) was referred to Karralika by their Community Corrections Officer in 2023. Bill reported having had issues with alcohol consumption for more than 10 years, that has also impacted on their physical and mental health, employment and family relationships, and has led to recent criminal charges.

Through the collaborative support provided by the Karralika Non-Residential Withdrawal program (NRW) and the Justice Counselling Service, Bill was supported to reach their goal of abstinence from alcohol.

The Nursing team provided treatment for alcohol withdrawal in Bill's home, and the Justice Services Counsellor supported with counselling over the phone.

Feedback from Bill confirmed how convenient and comfortable this approach was for their first time in receiving treatment for substance dependence.

At assessment, using the Australian Treatment Outcomes Profile (ATOP), Bill was drinking 12 to 20 standard drinks, 7 days a week. With the support of the NRW program over 7 days, Bill's alcohol consumption was zero, and they were actively engaging in phone counselling to support ongoing recovery.

Now 8 months since initial engagement, Bill has maintained their goal of abstinence. Monthly check-ins have continued to maintain motivation and build resilience. As a result of their commitment to treatment, Bill has avoided a custodial sentence, is working full time and starting to repair family relationships. Bill also reports that their physical and mental health are "the best they have been in years".

### FEEDBACK FROM OUR CLIENTS

"It was a good upfront on Service with flexibility work that worked around my needs and focused on my needs."

"Very helpful making appointments after hours I am very happy with the support and very appreciative of the support."

### KEY INFORMATION – JUSTICE SERVICES COUNSELLING

- 15% people received service from the Justice Services AOD Counsellor.
- 15% of clients identified as Aboriginal and/or Torres Strait Islander
- 86% identified as male
- 14% identified as female

### PRIMARY DRUG OF CONCERN REPORTED:



## Solaris Therapeutic Community

The Solaris Therapeutic Community, in collaboration with ACT Corrective Services, operates as a voluntary treatment program for adult males at the Alexander Maconochie Centre (AMC) who are dealing with substance dependence issues.

Funded by the Australian Government Department of Health and Ageing, the main goal of Solaris is to establish a safe and supportive learning environment where participants can delve into their emotions, beliefs, and behaviours to make positive personal changes. The program includes educational and therapeutic group activities, as well as support for recognising and reducing harm, preventing relapse, and understanding the connection between criminal behaviour and drug use.

Recognising the high-risk period after release from incarceration, the Solaris Outreach program is available to graduates of the program to provide support for participants to connect to other services to sustain their recovery and minimise the risk of relapse.

"It's helping me discover the foundation of this maze of addictions. It's a great information filled course."

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

### KEY INFORMATION - SOLARIS PROGRAM AND TRANSITION PROGRAM

- 54 Participants across 6 program intakes
- 33.7 The average age of a participant
- 24 people graduated with a further 18 being released prior to graduation
- 28% of participants identified as Aboriginal and/or Torres Strait Islander.
- 75.9% of participants have been diagnosed with a mental health condition.
- 7 received Solaris outreach support

### PRIMARY DRUG OF CONCERN REPORTED:



**65%**  
STIMULANTS



**9%**  
CANNABIS



**15%**  
ALCOHOL



**9%**  
OPIOIDS



**2%**  
OTHER

### FEEDBACK FROM SOLARIS CLIENTS

"Great support from everyone. Feels like a really safe place to be. 10/10."

"I am very happy that I have done this course, it has made a big difference in my thinking"

"Staff have a good understanding of the challenges we face."

"Am very grateful to have had the support from the workers during my time at Solaris TC."

"It has helped a lot and will keep helping into the future as long as I keep applying it into my life."

"It has actually helped me learn a lot and even by extension, my partner. This is a great program."



Pictured here are the Justice Services Team proudly holding the Award (L to R) Back row: CEO Sharon Tuffin, Justice Services Manager Tristan O'Connor, Case Manager Brendan McGloin, Counsellor Mellissa Doran, Counsellor Krysia Keefe. Front row: Case Manager Ally Blazeski, Case Manager Jesse Fletcher.

In 2023, the Solaris Program won the prestigious Australasian Therapeutic Communities Association Award for "Significant Contribution to the Therapeutic Community Movement in Australasia: Program Service or Intervention."

Solaris Program, a modified therapeutic community delivered in partnership with ACT Corrective Services, was established in 2009 and is nationally recognised and funded by the Australian Government Department of Health and Ageing.



## REVERSED Drink and Drug Driving Education Program

REVERSED is an evidence-based education program conducted by trained facilitators, all of whom have worked, or are currently working, in the specialist alcohol and other drug field.

An interactive, informative, and cost-effective program, REVERSED is offered within a safe and non-judgmental environment. The program encourages exploration of issues relating alcohol and other drug use, driving impairment and tools to support decision making in relation to driving.

Delivered in person with supplementary online access as needed, enrolment in this 6-hour curriculum is mandatory for some individuals seeking to uphold or reinstate their driver's license after receiving a drink or drug driving violation.

### KEY INFORMATION – REVERSED PROGRAM

- **7** number of courses
- **77** enrolled participants
- **59** participants who successfully completed the program
- **43** participants who identified Alcohol as their primary drug of concern
- **28** participants who identified other drugs as their primary drug of concern
- **4** participants who identified both alcohol and other drugs as their primary drug of concern

### FEEDBACK FROM OUR CLIENTS ON THE REVERSED PROGRAM

"It was thorough, informative, clear, engaging, and supportive course. I would recommend it to anyone, with or without a charge."

"Facilitators were great and made me feel comfortable and supported."

"Non-judgmental, informative facilitators."

"Happy with the course. Effective, useful. Facilitators created a comfortable, non-judgmental environment."

"Enjoyed the course – I was able to take away very useful." information and new skills"



# Corporate Services

The Corporate Services team work with the whole of the organisation to support the achievement of Karralika Programs objectives.

Our small, dedicated team have diverse skills and experience essential for the delivery of a broad range of business operations inclusive of coordination and management of organisational and client finance, human resources, frontline engagement with our community, administration support across all program sites, information technology, purchasing and marketing and communications.

This year the establishment of additional programs and Karralika sites has led to increased demands for our support and coordination services.

## Key Information/stats

- Delivering high quality financial reporting for the Board, management, funding bodies and statutory bodies
- Preparation of multiple tender budget submissions
- Payment of over 1300 invoices
- Management of finance in trust for more than 90 clients in our residential programs including individual client finance meetings and statements prepared
- Administration for a fleet of 24 vehicles across ACT and NSW program locations
- Coordinating recruitment, information technology and onboarding for more than 25 employees who joined Karralika
- Administering employee benefits for almost 80 employees across the organisation

# Our supporters and partners

Across the ACT and NSW, Karralika Programs partners and collaborates 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.

We are pleased to 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)
- Australasian Therapeutic Communities Association (ATCA)
- 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 and Yurauna Centre
- 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
- 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
- Roundabout
- Schools in Eurobodalla and Murrumbidgee regions
- The Australian Childhood Trauma Group
- Toora Women Inc.
- Tuggeranong Uniting Church
- Uniting
- Winnunga Nimmitjiah Aboriginal Health Service
- Woden Community Services
- Yeddung Mura
- Yerabi Yurwang

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 donors
- Assoc Prof Lynne Magor-Blatch
- Bonnie Johnson, Communications
- Canberra Quilters Club
- Good360
- Her Canberra
- Mel Kettle, Communications
- Myer Vandenburg Lawyers
- Order of the Eastern Star, Canberra
- Outward Bound Australia
- Roundabout
- 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 2024

The Board of Directors present their report on Karralika Programs Incorporated (the Association) for the financial year ended 30 June 2024.

#### Directors

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

Names	Position	Appointed/Resigned
David Templeman	Chair	
Gillian Shaw	Deputy Chair	
Rebecca Davey	Finance Director	
Julie Blackburn	Director	Term ended 30 November 2023
Rose Stellino (Nairn)	Director	
Sally Bradford	Director	Reappointed 30 November 2023
Belinda Kendall	Director	Reappointed 30 November 2023
Emmanuela Amos	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 (ACT) including assessment; pre-admission support; aftercare and outreach; counselling; Nexus and Transition programs; non-residential withdrawal services; pharmacotherapy support program; and Matrix Day Program.
- Community Services (NSW) Child and Youth Program (10-19 years); Community Drug Action Team; Day Program for young people (12-24 years) in Griffith and Wagga; and Day Program for people with dependent children in Queanbeyan/Cooma.
- Reversed Drink / Drug Driving Education Program, and
- Justice Services including the Solaris Therapeutic Community at the Alexander Maconochie Centre, 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 2024 is \$155,976 (2023: surplus \$34,747).

The surplus for the year is primarily due to the recognition of grant revenue relating to the purchase of vehicles. The revenue is recognised as the vehicles are purchased and the related depreciation expense for the vehicles is recognised over a period of five years.

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

  
Chair: .....  
David Templeman

  
Finance Director: .....  
Rebecca Davey

Dated this 23rd ..... day of September..... 2024

Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Profit or Loss and Other Comprehensive Income  
For the Year Ended 30 June 2024

	2024	2023
	\$	\$
<b>Revenue and other income</b>		
Revenue from contracts with customers	8,865,519	7,743,557
Other income	80,485	47,118
	<b>8,946,004</b>	<b>7,790,675</b>
<b>Expenses</b>		
Amortisation of right of use assets	331,880	294,657
Depreciation	45,539	48,932
Employee benefits expense	7,135,257	6,394,529
Marketing expenses	6,953	7,450
Program expenses	416,186	329,066
Rental expense	28,198	13,537
IT expenses	225,193	167,655
Motor vehicle expenses	94,117	76,854
Telecommunication expenses	69,933	76,043
Consultants	30,844	35,369
Interest on lease liability	49,584	22,345
Other expenses	356,344	289,491
	<b>8,790,028</b>	<b>7,755,928</b>
<b>Surplus for the year before income tax</b>	<b>155,976</b>	<b>34,747</b>
Income tax expense	-	-
<b>Surplus for the year</b>	<b>155,976</b>	<b>34,747</b>
Other comprehensive income	-	-
<b>Total comprehensive income for the year</b>	<b>155,976</b>	<b>34,747</b>

The surplus for the 2024 year is primarily due to the recognition of grant revenue of \$137,055 relating to the purchase of vehicles. The revenue is recognised when the vehicles are purchased and the related depreciation expense for the vehicles will be recognised over a period of five years.

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 2024 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, 23 September 2024



G J Murphy  
Partner



Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Financial Position  
As At 30 June 2024

	2024	2023
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	3,400,098	2,078,031
Trade and other receivables	16,304	6,463
Other financial assets	997,557	961,905
Other assets	183,263	111,999
TOTAL CURRENT ASSETS	4,597,222	3,158,398
NON-CURRENT ASSETS		
Other financial assets	24,750	24,750
Property, plant and equipment	195,858	78,975
Right of use assets	1,021,367	528,484
TOTAL NON-CURRENT ASSETS	1,241,975	632,209
	5,839,197	3,790,607
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	607,007	500,093
Other liabilities	1,375,332	174,596
Lease liabilities	369,897	185,094
Employee benefits	581,696	521,750
TOTAL CURRENT LIABILITIES	2,933,932	1,381,533
NON-CURRENT LIABILITIES		
Lease liabilities	689,421	366,253
Employee benefits	40,925	23,878
TOTAL NON-CURRENT LIABILITIES	730,346	390,131
TOTAL LIABILITIES	3,664,278	1,771,664
NET ASSETS	2,174,919	2,018,943
EQUITY		
Retained earnings	2,037,864	2,018,943
Reserves	137,055	-
TOTAL EQUITY	2,174,919	2,018,943

Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Changes in Equity  
For the Year Ended 30 June 2024

2024	Retained Earnings	Capital Grants Reserve*	Total
	\$	\$	\$
Balance at 1 July 2023	2,018,943	-	2,018,943
Surplus for the year	155,976	-	155,976
Transfer to/from reserves	(137,055)	137,055	-
Balance at 30 June 2024	2,037,864	137,055	2,174,919
2023			
	Retained Earnings	Total	
	\$	\$	
Balance at 1 July 2022	1,984,196	1,984,196	
Surplus for the year	34,747	34,747	
Balance at 30 June 2023	2,018,943	2,018,943	

\*The capital grants reserve records surpluses recognised from the recognition of revenue from capital grants where depreciation from related capital items purchased is recorded in future periods. The reserve is reduced by the depreciation of assets purchased with the grant funds.

Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Cash Flows  
For the Year Ended 30 June 2024

CASH FLOWS FROM OPERATING ACTIVITIES:

Receipts from customers and others  
Payments to suppliers and employees  
Interest received  
Interest paid on lease liabilities  
Net cash provided by/(used in) operating activities

2024	2023
\$	\$
11,034,525	8,138,884
(9,215,888)	(8,093,040)
67,880	40,222
(49,584)	(22,345)
1,836,933	63,721

CASH FLOWS FROM INVESTING ACTIVITIES:

Payments for property, plant and equipment  
Purchase of investments  
Net cash provided by/(used in) investing activities

(162,422)	(6,038)
(35,652)	(26,792)
(198,074)	(32,830)

CASH FLOWS FROM FINANCING ACTIVITIES:

Repayment of lease liabilities  
Net cash provided by/(used in) financing activities

(316,792)	(297,516)
(316,792)	(297,516)

Net increase/(decrease) in cash and cash equivalents held  
Cash and cash equivalents at beginning of financial year  
Cash and cash equivalents at end of financial year

1,322,067	(266,625)
2,078,031	2,344,656
3,400,098	2,078,031

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:
  - comply with Australian Accounting Standards - Simplified Disclosures and other mandatory professional reporting requirements; and
  - give a true and fair view of the financial position as at 30 June 2024 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 23rd .....day of September ..... 2024

## 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 2024, 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 material accounting policy information 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 2024 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 2024, 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, 23 September 2024



**G J Murphy**  
Partner





**KARRALIKA**

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