



KARRALIKA

programs to help you choose a better life

Annual Report 2024 - 2025



CONTENTS

Report from the Chair	01
Report from the Chief Executive Officer	02
About Karralika Programs	03
Who are we	04
Who we show up for	05
What we stand for	06
Our Values	06
Reconciliation and Inclusion	07
Our Governance	09
What do our staff and service users tell us?	11
Feedback from our clients	12
Our programs and services	13
Residential Services	13
Community Services (ACT and NSW)	15
Assessment Intake and Aftercare	19
Community Rehabilitation and Recovery Support	20
Karralika Empowering Women	21
Fortis Program	23
Child and Youth AOD Program	25
Recovery Intervention, Support and Empowerment Program (RISE)	27
Community Drug Action Team (CDAT)	28
Justice Services	29
Solaris Therapeutic Program	31
Reversed Drink and Driving Education Program	33
Corporate Services	35
Who we work with and are grateful for	36
Financial Statements	51

Report from the Chair

Karralika Programs continues to go from strength to strength as an organisation providing professional, high quality and evidence-based programs to meet the needs of the communities we serve, as well as actively engaging in opportunities to influence future policy and investment at the local and national level.

Over the past 12 months, Karralika has maintained a broad footprint and range of services we offer to young people, adults, and families across the ACT and regional NSW. Working with and alongside the community, Government and non-government organisations, Aboriginal Community Controlled Health Organisations, schools, the justice system, care and protection organisations and peak bodies, Karralika continues to advocate for greater investment in preventive health measures. We continue to advocate for alcohol and other drug (AOD) issues to be recognised and treated as a health issue, removing access barriers and ensuring services are funded appropriately given the many flow-on social and economic impacts of AOD harm.

Our team has been actively involved in the NSW Drug Summit and Commonwealth “Inquiry into the health impacts of alcohol and other drug use in Australia” and Drug and Alcohol Program Evaluation undertaken by the Department, sharing their knowledge and expertise to help shape the future of alcohol and other drug policy at the State and National level, including much needed reforms and investment. We eagerly await the NSW Government’s position on the Drug Summit report and recommendations, as well as an update from the Commonwealth on their Inquiry and the Drug and Alcohol Program Evaluation due to be completed by September 2025.

Following an extensive commissioning process for alcohol, tobacco, and other drug services in the ACT, Karralika’s expertise and quality service provision has again been recognised with the awarding of a contract to deliver residential rehabilitation and day programs over the next 7 years. We welcomed

the ACT Government’s longer funding contract but unfortunately, this investment fell short in some key areas including our highly sought after day program in the north of Canberra, our specialist counselling service, and our Nexus and Transition Programs offering step-up and step-down support for adults and families.

We continue to press for increased investment in services to meet the needs of the community in the ACT and NSW now and into the future, and have kicked off work on our future strategic directions. This work must also address the issue of taxation hypothecation, with associated benefits being directly applied to alcohol harm reduction and minimisation programs.

I would like to acknowledge and thank the Karralika Programs Board and Consumer Advisory Body for their leadership and ongoing passion for the work we do, and to acknowledge our funders and supporters. At the 2024 Annual General Meeting, the Board welcomed Ms Poppy Chalmers as a Director following her successful participation in the Audrey Fagan Board Mentor Program supported by the ACT Government. Ms Chalmers is a proud Aboriginal woman from Yuin country, bringing her passion for her culture, youth and new perspectives to the Karralika Programs Board. We also thank Ms Gillian Shaw for her contribution to the Board and organisation and note that she will be stepping down at the 2025 Annual General Meeting.

Finally, on behalf of the Board, I thank the staff who bring their best every day in the support of our clients, families, stakeholders, and each other.

I commend this report to you.



David Templeman
Chairman

Report from the Chief Executive Officer

Much has been achieved throughout the 2024-25 period at Karralika Programs – but what stands out the most is how passionate and determined our team, and the clients we work with, are.

We rose to the challenges we were faced with – funding insecurity, increased demand for service beyond capacity, policy and legislative changes and complexity, and day to day challenges such as cost of living, access to affordable housing and healthcare for our communities. The glue that has helped us ‘stay the course’ is the trust in what we do; recognition of the valuable and essential role Karralika plays in providing quality treatment and support services across our region; the heart and skill our teams bring to their work; and the grit and determination of our clients and families, even in the toughest of times, as we celebrate achievements both large and small.

Following an extensive consultation and commissioning process in the ACT, Karralika Programs was successful in securing funding to continue to provide our flagship therapeutic community programs for adults and for families, and our highly regarded and subscribed Matrix Day program. This outcome reiterates the quality of service and supports our team provides for our community. Disappointingly however, there was a downsizing and loss of some services. I want to acknowledge the resilience of our staff and clients as we moved through those changes and challenges and recognise their determination to find other avenues to meet the needs of the communities and families we serve.

One of those initiatives has been the development of our own program for women who have or are experiencing domestic, family and sexual violence, within an alcohol and other drug context. Karralika Empowering Women is filling a much-needed gap and we plan to extend this program to other regional areas over time.

We also celebrated the outstanding result from an independent evaluation of our nurse-led non-residential withdrawal service. This evaluation confirmed what we already knew to be true – that this program works, client satisfaction and health outcomes are strong, and that this program must not only continue but be expanded to meet the needs of the community.

In NSW, our services for children and young people across the Murrumbidgee and Eurobodalla areas continue to make a real difference and we are hopeful that the outcomes of the NSW Drug Summit and subsequent investment by Government into alcohol and other drug programs in regional areas continues.

As always, it is my absolute pleasure and privilege to lead and work alongside our dedicated and passionate staff, delivering excellent services and support to our clients. I thank the Board and the Consumer Advisory Body for supporting our vision, purpose and values and for your leadership and passion for the work we do. We thank our funding bodies, partner agencies, stakeholders and champions for your continued support and acknowledgement of Karralika and the impact we make in the lives of our clients, families and communities.



Sharon Tuffin
Chief Executive Officer

About Karralika Programs

Our vision, purpose and strategic priorities

Karralika Programs has had the privilege of supporting adults, young people, families and communities for more than 45 years. Karralika was established in 1976 by the community and for the community, delivering our first programs in 1978. We continue to honour and respect that connection and purpose by responding to community needs, delivering high-quality residential and community-based alcohol and other drug treatment and support services, and creating space for innovation.

Our history and our vision emphasise our role in supporting others to identify and map their own journey to live the lives they want for themselves and their loved ones. Our approach is flexible and creative, allowing us to effectively and purposefully respond to

the diverse needs of those we support, walk alongside and work with. 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.

Purpose

We deliver excellent services, valued by our clients.

Through our work each day, and our planning for the future, we focus on:

- Attracting, retaining and developing a skilled and caring team by maintaining a safe, inclusive, respectful and innovative workplace, so we can provide the best possible services and supports for our clients.
- Providing a range of accessible programs and services that meet people’s needs and create positive impact and improved health outcomes.
- Growing and adapting our practice and services to meet the needs of individuals, families and communities now and into the future.
- Maintaining and adapting our processes and systems so they support our people to do their best work, meet expected business standards, and remain fit for purpose now and into the future.
- Being financially responsible, supported by diverse income streams and demonstrating value and impact in the community.

Who are we

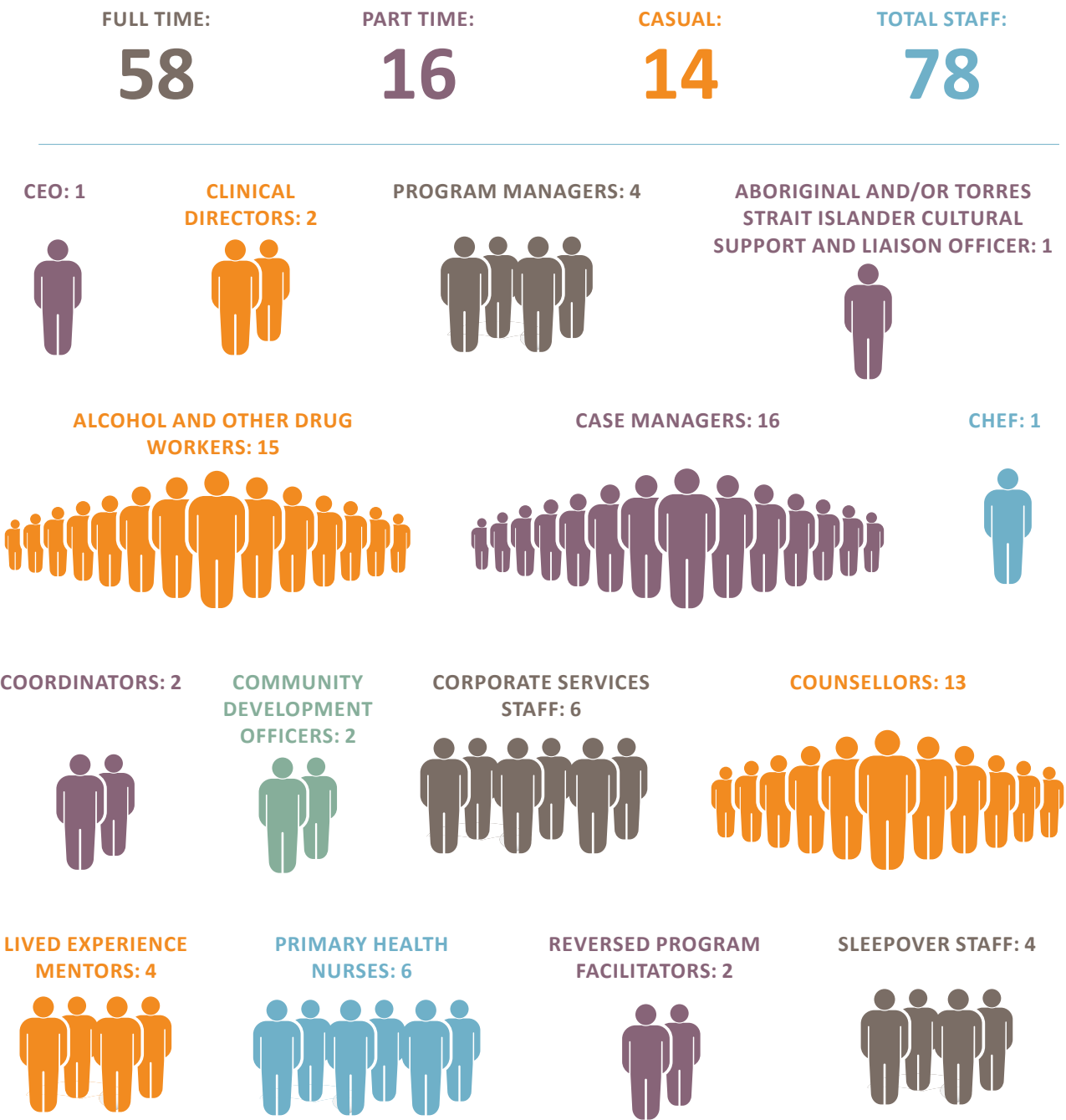


Image [Right] Staff Celebrating 2025

Karralika Programs workforce is a qualified, caring, diverse and passionate team of people who show up each day with purpose and focus, knowing that their roles and ways of working make a real difference in the lives of adults, children, young people and families we support.

Across the ACT and regional NSW – from Griffith, Wagga, Queanbeyan, Cooma and Eurobodalla, our teams come together to bring our vision, purpose and values to life.

Staff Profile



Who we show up for

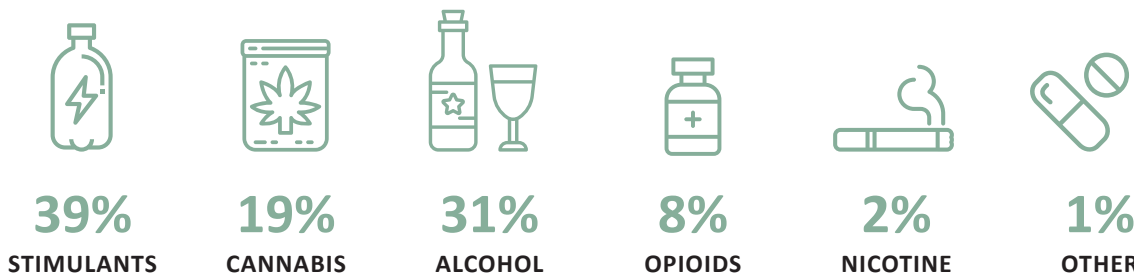
We show up every day to support adults, children, young people and families to live their best lives, free from the harms associated with problematic alcohol and other drug use.

Each person has their own story and is the expert in their own life. Our team guides, challenges and supports people on their

journeys through our own programs or by linking them with other services that may better meet their needs.

In 2024-25, our team supported 966 people, of whom 64% identified as male and 36% identified as female. More than 25% of our clients identified as First Nations, and almost 5% sharing that they come from culturally or linguistically diverse backgrounds.

During screening or assessment, people were asked to identify the drug that causes them the greatest concern. Whilst most people connecting with us indicate that they consume multiple substances, their primary drug of concern was reported as:



Overall
Karralika
Programs
provided:

More than 966 episodes of care, and nearly 14,460 client contacts completed during the year.

Nursing and care coordination support for 116 adults, children and young people in the ACT and NSW community (not including nursing or care coordination support in the residential services) amounting to more than 1,760 sessions.

Counselling for 275 adults, children and young people in the ACT and NSW community (not including counselling within the residential services) amounting to more than 3,000 counselling sessions.

Support was provided through our Residential Programs to 96 adults and 18 children.

Access to day programs for 191 adults and young people.

What we stand for

Our values

As a community-based and community-focussed organisation, our values underpin and drive our ways of working with our clients, within our teams, and

alongside our partners and stakeholders every day. We see the potential in every individual, and our approach reflects and embodies these 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.



Images from the day

Reconciliation and Inclusion – a place where everyone can thrive

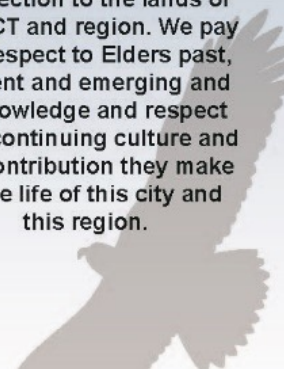
As an organisation, our commitment to Reconciliation and Inclusion goes beyond words or symbols; it is embedded in our ways of working. This includes listening and learning, building trust, acting with integrity, and being accountable for our actions. Our commitment to Reconciliation begins with recognising the ongoing impacts of colonisation on First Nations peoples, taking steps to address racism in all its forms, and providing

services and supports that are culturally safe and responsive.

Our approach to recovery and healing is multidimensional, yet singular in its purpose: to empower and support the people we walk alongside so they can live their best lives.

In 2025, Karralika Programs was honoured to be the lead agency, alongside other community service providers, for the ACT Community Sector NAIDOC celebration, on Ngunnawal Country. Children and families enjoyed a wide variety of activities, art, stories, music and dance.

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.



Aboriginal and Torres Strait Islander Cultural Liaison and Support

Karralika Programs is committed to creating and maintaining a safe, welcoming and inclusive environment where cultural identity is valued and respected. This commitment extends across all aspects of our work – with clients, staff, partner organisations and the broader community – and is underpinned by a trauma-informed approach.

Within our programs, our Cultural Support and Liaison Program supports the safety and wellbeing of our First Nations clients from their entry into the service through to their transition out. By linking healing and recovery with connection to Culture and Country, storytelling and cultural activities, our Aboriginal and

Torres Strait Islander Cultural Support and Liaison Officer brings passion, deep cultural knowledge and creativity to their engagement with First Nations clients and families. This work also includes supporting staff to engage in culturally informed and respectful practice. Activities include art, weaving, yarnning circles, time on Country, education, Smoking Ceremonies and Welcome to Country.

By embedding cultural safety into our programs, we help strengthen recovery outcomes and ensure that clients remain connected to their culture, community, and sense of self throughout their healing journey.



Cultural activities and outings on Ngunnawal Country

“Tiana has been an amazing support to me and my family and made us so welcome, taking us out on Country and showing kindness and love.”
– Matrix Client

“I think having cultural support in program was great I felt very supported, and it was really good for myself and [child] to get out and learn about Country in the ACT.”
– Family Residential Client

Safeguarding children

Karralika Programs is committed to protecting and promoting the rights, safety, and wellbeing of children and young people. In the ACT, Karralika retains status as a Suitable Entity under Section 63 of the

Children and Young People Act 2008, and maintains compliance with the National Principles for Child Safe Organisations. Our approach is inclusive and designed to protect and empower children and young people.

Our Governance

At Karralika Programs, good governance is everyone’s responsibility. We achieve this by working in line with legislation, policy and best practice across our clinical and operational streams. In addition to the Board of Directors and Executive, our internal governance framework includes a series of committees and advisory structures.

Consumer Advisory Body

The Consumer Advisory Body provides advice and input to the Executive and the Karralika Programs Board from a consumer perspective across areas such as innovation, quality and performance and community need. This year, the Body contributed important insights to the evaluation of the non-residential withdrawal service, ACT Government commissioning process, and the development of Karralika’s strategic priorities.



“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.”



Governance Group

The Governance Group provides coordinated and consistent operational leadership across Karralika Programs.

Its membership includes the Executive and Program Managers, who are responsible for ensuring effective services delivery.

This year, the Governance Group supported strategic-operational oversight, ensured alignment with Board and Executive priorities, and contributed to work across quality, performance, workforce capability and organisational culture.

Quality Improvement and Compliance Committee (QICC)

The purpose of the QICC is to monitor, report and continuously improve the quality and safety of the treatment services and programs provided by Karralika.

The Committee offers leadership, analysis, advice and guidance on matters such as accreditation, models of care, quality improvement initiatives, incidents, and workforce development.

This year, the Committee progressed a number of quality improvement projects including: support for the establishment of a Community of Practice for our Lived Experience Mentors; establishing Karralika as a provider of Intranasal Naloxone as a first aid response; reviewing of Models of Care; the Client Risk Assessment and Safety Planning system; and completing a review and adaptation of our Matrix Day Program for new cohorts, including young people.

Health, Safety and Wellbeing Committee

At Karralika, the safety and wellbeing of our staff and the people we support is paramount. Our Health, Safety, and Wellbeing Committee promotes and supports a safe, healthy, and inclusive work environment for all employees.

The Committee provides advice on identifying and addressing potential health and safety hazards, promotes a culture of wellbeing across the organisation, and makes recommendations for workplace wellness initiatives. It also supports

compliance with relevant health and safety regulations and standards, while continuously seeking opportunities for improvement.

Over the year, initiatives of the Committee included a regular newsletter for staff featuring stories, tips and ideas for self-care and wellbeing; review of key WHS policies; and championing an organisation-wide wellbeing platform for staff and their families.

What do our staff and service users tell us?

Staff feedback

Our staff are the heart and soul of the organisation, shaping our culture and living our values every day. We receive feedback from team members in a

variety of ways, including through our annual staff satisfaction survey.

IN 2025, STAFF RESPONDING TO THE SURVEY SHARED:

100%

live the **values** of the organisation

97%

believe the organisation is **true to its purpose**

97%

believe the organisation seeks and values the **voice of the consumer**

97%

understand how **their role fits** with the purpose of the organisation

94%

have job **autonomy**

94%

get the **support** and help they need from their **manager**

90%

say their job gives them **satisfaction**

85%

said they feel **valued** at their workplace

Service user feedback

Service users share their goals, expectations and experiences of our programs at multiple points throughout their recovery journey and through a range of feedback mechanisms.

At the end of their program, we ask for broader feedback about the program they participated in, their experience of it, whether it met their needs and expectations and how we might continue to improve.

They are asked to rate the service in areas such as worker care, support, skills, and professionalism, and to indicate whether they would recommend the program to a family member or friend if they needed support.

Completion of the survey is voluntary and anonymous, creating space for truly honest feedback – and we have been overwhelmed with their responses, including valuable suggestions on how we can continue to strengthen our services.

Of those completing the surveys during the 2024/25 year:

- **the majority of service users (90%)** would recommend the program to a family member or friend
- **more than 80% felt the program they participated in met their needs** or were supported to access an alternative
- **the overall rating of programs was good (70%) or very good (25%)**

Feedback from our clients

Very grateful for everything Karralika has done for me and my family, it has completely changed my life, Thank you!

Nothing but positive thoughts. Life can be excellent you just need to want it. One Day@aTime.

Our Programs and Services

Residential Services

Residential programs delivered by Karralika Programs are grounded in the Therapeutic Community theory, model and method. Our programs cater for adults (singles and couples) and families (single or dual parents with accompanying children up to 12 years of age), and also support parents to maintain connection with children who are not residing in the program.

Both programs utilise the 'community as method' approach to treatment, where participants work together to support each other's recovery journey while also working on their own goals with guidance from our multidisciplinary team. Our Family Program incorporates key elements of family connection, parenting and support tailored to the needs of children.

Our programs are holistic and multidimensional and include:

- individual treatment planning and case management
- health and wellbeing support (including pharmacotherapy)
- parenting and family relationship support
- cultural connection and healing for our First Nations residents and families
- psychoeducational and therapeutic group sessions
- individual, couples and family counselling
- relapse prevention skills development
- living skills, including nutrition and food preparation
- recreational and creative activities

residents to attend weekly faith-based activities, receive Christmas gifts, and access Red Dove for clothing and personal items. Our long-standing partnership with Godspace continues to be an important support for many residents.

Staff and residents actively supported a range of community events connected to our commitment to Reconciliation and Inclusion, including NAIDOC Week and Reconciliation Week activities. Residents produced an impressive collection of creative works- including art pieces and poetry- to celebrate these events.

This year, we were also appreciative of the refurbishment of the Camelot space at the Adult Program, which included new paint, carpet, and window furnishings, creating a more welcoming space for breakout groups and visitors. We extend our thanks to the ACT Government for this upgrade.

HIGHLIGHTS

Our staff have continued to provide outstanding services to our residents. They remain steadfast in their commitment to delivering high-quality treatment and have been flexible and responsive to the changing- and sometimes challenging – requirements of the program.

Throughout the year, our continued association with Roundabout has enabled us to provide essential items for children and families. We are also grateful to Sewing for Charity, who created beautiful Christmas stockings and handmade quilts for our residents. In addition, we warmly received a generous donation of self-care products from Mary Bingham and her family as a 'thank you' to both staff and residents.

For more than 25 years, Godspace (Tuggeranong Uniting Church) has provided opportunities for

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:

"People can rise to a challenge when supported"

"Challenging activities can bring people together"

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

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

PROGRAM DATA

- **85** adults participated in the program throughout the year
- **The majority** of residents self-referred
- **38 Men** participated throughout the year
- **47 Women** participated throughout the year
- **32%** of residents identified as Aboriginal and/or Torres Strait Islander.
- **4,419** direct client contacts were recorded.
- **69%** of residents completed one to eight weeks, with some continuing further.
- **24%** completed two to six months.
- **7%** completed six to 12 months+.
- **18 children** (0-12 years) accompanied their parent/s in program.

PRIMARY DRUG OF CONCERN REPORTED*



5%
CANNABIS



23%
ALCOHOL



12%
OPIOIDS

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

Community Services (ACT and NSW)

At Karralika Programs, our community-based services across the ACT and surrounding regional NSW continue to offer adults, families and young people a range of options to best meet their treatment and support needs while maintaining connection to their communities.

Our first step is to understand the needs and goals of each adult, young person, or family who self-refers or is supported by another service. Our staff have a strong working knowledge of the services and programs we provide, as well as those offered by other organisations, to help ensure each person is connected with the right support.

Non Residential Withdrawal Service

Karralika Programs Non-Residential Withdrawal (NRW) Program is a nurse-led, community-based service designed to support individuals aged 12 years and over to safely reduce or cease their use of alcohol and other drugs. The program provides clinical withdrawal support in the client's home or another suitable community setting, offering a flexible alternative to inpatient withdrawal services.

The program is delivered by experienced Registered Nurses who work closely with individuals, their

families or support networks, and other healthcare professionals to ensure a safe and effective withdrawal process. Daily contact is maintained at the beginning of the withdrawal period- either in person, by telephone, or via secure telehealth- and gradually decreases as symptoms resolve.

With the client's consent, the nursing team liaises with general practitioners, pharmacists, and other allied health providers to coordinate care and ensure continuity of treatment. Education and health promotion activities are also provided throughout the withdrawal process. The Non-Residential Withdrawal Program plays a critical role in reducing barriers to treatment by providing accessible, community-based withdrawal support and serving as an important entry point into ongoing alcohol and other drug treatment pathways.

This service is made possible through funding from the Capital Health Network (CHN), the ACT Primary Health Network.

HIGHLIGHTS

An independent evaluation undertaken by 360Edge, funded by the CHN, confirmed that this program- established in 2018- is a highly valued and essential nurse-led service that fills a critical gap in the alcohol and other drug treatment landscape in the ACT. The evaluation highlighted strong governance, effective and highly responsive service delivery, and positive service user outcomes.

"The kind detox nurses are very helpful"

"Being intoxicated when I started the nurses were very understanding and helped explain what the next steps were to commence the program"

"Awesome Program, loved the staff"

Good news stories

Alex (pseudonym) is a 17-year-old student who was referred to the NRW program by his counsellor for THC withdrawal support. Living at home with his family, Alex was completing his studies and working part-time. He reported daily cannabis use- partly to alleviate boredom and induce a sense of calm, and partly due to occasional peer pressure at school.

Alex shared that when he delayed or missed a day of smoking THC, he experienced nausea and vomiting. As part of his treatment planning, the NRW nurse developed a gradual reduction plan and worked with Alex and his GP to ensure access to medication for symptom relief during the withdrawal period.

In addition to the reduction plan, NRW nurses supported Alex by teaching emotional regulation strategies, developing a personalised safety plan, and offering reassurance. His counsellor continued to work with him on communication and assertiveness skills to help him confidently express his choices among peers.

Alex's parents were supportive throughout the process and, with his consent, were provided with a copy of his treatment plan and offered education, information and links to local family support services.

Alex successfully reduced his THC use over two weeks and detox in week three. Although he experienced periods of sleeplessness, anxiety, nausea, vomiting, and acidic reflux, these were managed with medication prescribed by his GP and ongoing support from his counsellor.

A few months later, Alex contacted the NRW Program again to seek support, reporting irregular use largely influenced by reconnecting with school friends, alongside tertiary study and work pressures.

Given the reduced frequency of use and the work he had already undertaken, the NRW team and his GP worked with Alex on another supported withdrawal plan to manage his symptoms. Alex completed the program and requested a referral to an AOD counsellor to focus on relapse prevention strategies and continue his recovery journey.

"The nurses are great! The plan of reductions helped [make] the whole process much easier."

"Karralika takes their patients' lives very seriously"

"Great staff, great support, very good constant support"

PROGRAM DATA:

- 73 people participated in the program throughout the year
- 47% identified as men
- 53% identified as women
- 12% identified as Aboriginal and/or Torres Strait Islander
- 1,256 direct client contacts

PRIMARY DRUG OF CONCERN REPORTED



44%
ALCOHOL



1%
OPIATES



12%
CANNABIS



42%
STIMULANTS

Matrix Day Program

Matrix Day Program is a trauma informed, cognitive behavioural therapy (CBT) based relapse prevention program designed for individuals seeking to stop or change their substance use. As a validated and evidence based treatment model, Matrix provides a structured therapeutic framework that supports lasting recovery.

The program integrates lived experience mentorship, counselling, and case management to create a comprehensive support system for participants. This multidisciplinary approach ensures that clients are guided through their recovery journey with both professional expertise and the invaluable insight of those who have navigated similar challenges.

The Karralika Matrix Day Program consists of several core components: Early Recovery Skills groups, Relapse Prevention groups, and Living Recovery groups, alongside individual counselling sessions with a Matrix Counsellor. Participants also engage in three structured treatment planning sessions with either a Matrix Counsellor or Matrix Case Manager to set personalised goals, monitor progress, and address ongoing needs.

Through this combination of structured group work, individualised support, and lived experience guidance, the Matrix Day Program equips participants with the skills, strategies, and confidence to sustain positive change and maintain their recovery.

At the beginning of the year Karralika Programs was delivering the Matrix Program from two locations (Deakin and Gungahlin). Following the conclusion of the ACT Government commissioning of alcohol and other drug services, only one day program was supported to continue. Karralika continues to advocate for the return of services in the north to support easy access to this program that has produced excellent health outcomes for participants.

“Great facilitators [...] made the program worth doing.”



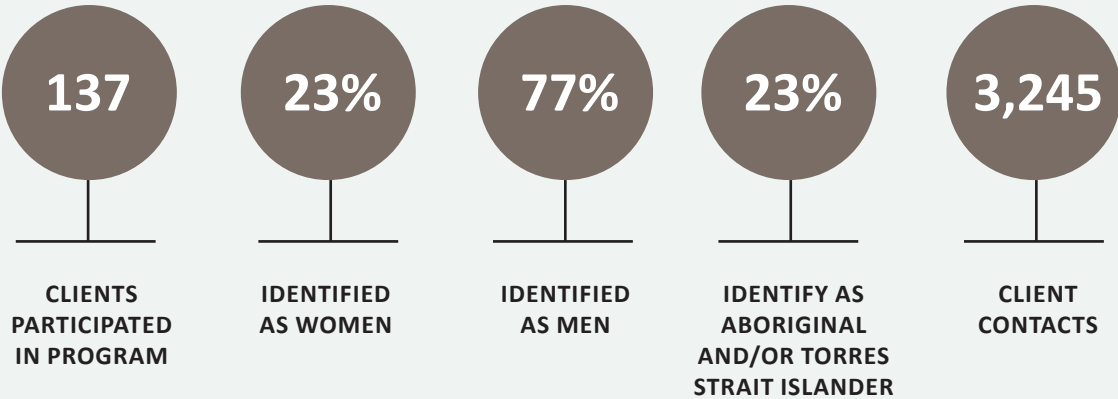
“Very grateful for everything Karralika has done for me and my family, it has completely changed my life, Thank you!”
– Matrix client



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



PROGRAM INFORMATION



PRIMARY DRUGS OF CONCERN REPORTED



HIGHLIGHTS

Referrals and demand for the Matrix Day Program have remained consistently high throughout the year, reflecting both the strong community need for structured, evidence-based recovery programs and the program’s reputation for delivering high-quality services. The sustained level of engagement demonstrates the program’s effectiveness in meeting client needs and its standing as a trusted treatment option within the sector. This ongoing demand underscores the critical role the Matrix Program plays in supporting individuals to achieve and maintain positive recovery outcomes.

Assessment, Intake and Aftercare

Our ‘live-in’ residential services in the ACT are long-standing and well-recognised for providing quality support for adults and families. Each year the team receives a high volume of inquiries and referrals, completing many assessments and supporting the admission process into the residential programs (Adult and Family).

To ensure community members are supported throughout the assessment, pre-admission, intake, and post-discharge phases, the team provides initial screening, assessment and brief interventions, case management, and connections to both Karralika services and other community supports tailored to individual and family needs.

Pre-admission assistance includes help with documentation, financial and housing matters, and access to our Cultural Liaison and Support Officer and counsellors to maintain motivation, safety, and wellbeing whilst waiting for admission into program.

This year the team completed more than 100 assessments following referral by individuals or via other services and health providers, with 38 translating into admission to one of the residential services and others supported with referrals to other Karralika services or other service provider programs that would better meet their needs.

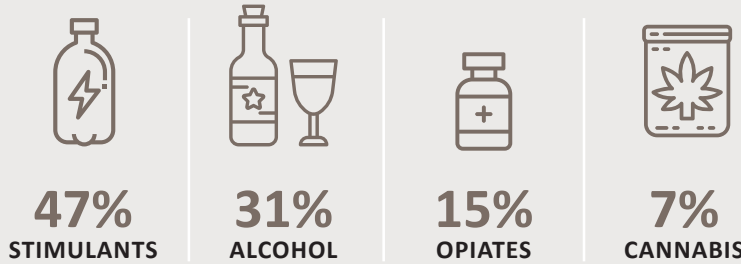
Following residential treatment, the team delivers aftercare focused on maintaining recovery, preventing lapse and relapse, and supporting reintegration into the community.

Aftercare services include relapse prevention and safety planning, case management to connect clients with housing, education, healthcare, and other essential resources. These supports have delivered positive outcomes, helping clients sustain long-term stability and wellbeing.

AFTERCARE SERVICES KEY INFORMATION:

- **61 People** participated in the Aftercare program through the year with 189 direct client contacts
- **46%** identified as male
- **54%** identified as female
- **30%** identified as Aboriginal and/or Torres Strait Islander

PRIMARY DRUG OF CONCERN REPORTED:



CLIENT FEEDBACK

“It has been a pleasure to be able to liaise with you both to get my client into rehab. You both explained things clearly and provided tailored information specific for my client’s individual circumstances, which helps a lot! It has been so refreshing to have an intake team be so proactive and I can really tell how much you fight to get clients into services.”
– Social Worker supporting an interstate client to access residential services

“Addressed my triggers and I am not drinking anymore”
– Aftercare client

Community Rehabilitation and Recovery Support

The Community Rehabilitation and Recovery Support (CRRS) Program in the ACT commenced in November 2024 replacing the Transition Program previously funded by ACT Health.

The CRRS retains a focus on combining stable short-term housing with tailored therapeutic support for single adults, couples, and families who do not have suitable or safe housing to return to after leaving our residential rehabilitation program.

Working with a dedicated program Counsellor and Lived Experience Mentor, clients receive support to continue their recovery through treatment planning, safety and relapse prevention planning, access to day programs, individual counselling, and targeted support designed to maintain recovery momentum and facilitate community reintegration.

Participants are encouraged to pursue education or employment, maintain healthy routines, and reconnect with the broader community.

The program also focuses on developing essential life skills such as budgeting, cooking, shopping, and managing health and psychological needs.

The CRRS Program is funded by the Australian Government Department of Health and Ageing

HIGHLIGHTS

After more than 30 years, the longstanding Karralika Programs Nexus and Transition programs were closed following the conclusion of the ACT Government’s commissioning of alcohol, tobacco and other drugs services. With the support of the Commonwealth Department of Health and Ageing, Karralika established the CRRS program and supported clients and families during their transition from our residential rehabilitation programs into the community.

It was a challenging time for the organisation and staff after having delivered those programs for more than 30 years, and a major loss to the ACT community.

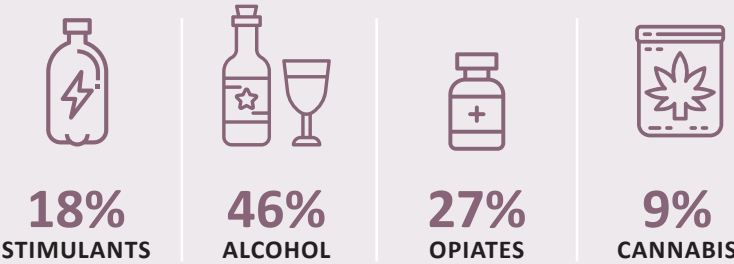
However, the team supported each other and worked hard to ensure a smooth transition for our clients into this new program.

“[the best thing about program was] learning a new and better way of life”
– CRRS client

OF THOSE PARTICIPATING IN THE PROGRAM THROUGHOUT THE YEAR:

- **55%** identified as men
- **45%** identified as women
- **36%** identified as Aboriginal and/or Torres Strait Islander
- **577** direct client contacts completed

PRIMARY DRUG OF CONCERN REPORTED:





Karralika Empowering Women (KEW)

In response to increasing community need, our skilled, experienced and caring team developed a new program – Karralika Empowering Women (KEW) – for women and gender-diverse individuals impacted by domestic, family and sexual violence and interlacing issues that alcohol and other drug use can have. Designed for those currently in, or recovering from, abusive or controlling relationships, the Program fosters hope, healing, and empowerment.

Through guided discussions, skill-building activities, and peer connection, participants are encouraged to explore strengths, build confidence, and develop strategies for positive change.

Facilitated by experienced professionals, KEW offers a compassionate space where individuals can share their stories, develop personal insight, and set goals for the future.

The program is delivered with support from the ACT Government under the Commonwealth National Partnership Agreement on Family, Domestic and Sexual Violence Responses 2021–27.

The KEW program was expanded for inclusivity for women, including the inclusivity for women, including (but not limited to), women from the LBTQIA+ community, particularly trans-women, women in same-sex relationships and non-binary people, people who identify as Aboriginal and/or Torres Strait Islander, women from culturally and linguistically diverse backgrounds, women who are involved with the Justice system and women with disabilities. These changes have been welcomed by program participants with positive feedback about the KEW program being a safe and inclusive space, as well as our statistics that show 29% identified as Aboriginal ad/or Torres Strait Islander, 21% from the LBTQIA+ community, 50% with a physical, intellectual or mental health disorder or disability as examples.

‘This program and the ladies involved have helped pull me out of a dark place and made me feel not alone and the power and knowledge to keep going.’

– KEW Participant

‘Thankyou for helping me crack the surface of my self-worth and power.’
– KEW Participant

‘I want to do the program again!’
– KEW Participant

‘Please, please make this program available to more women!’
– KEW Participant

Fortis Program

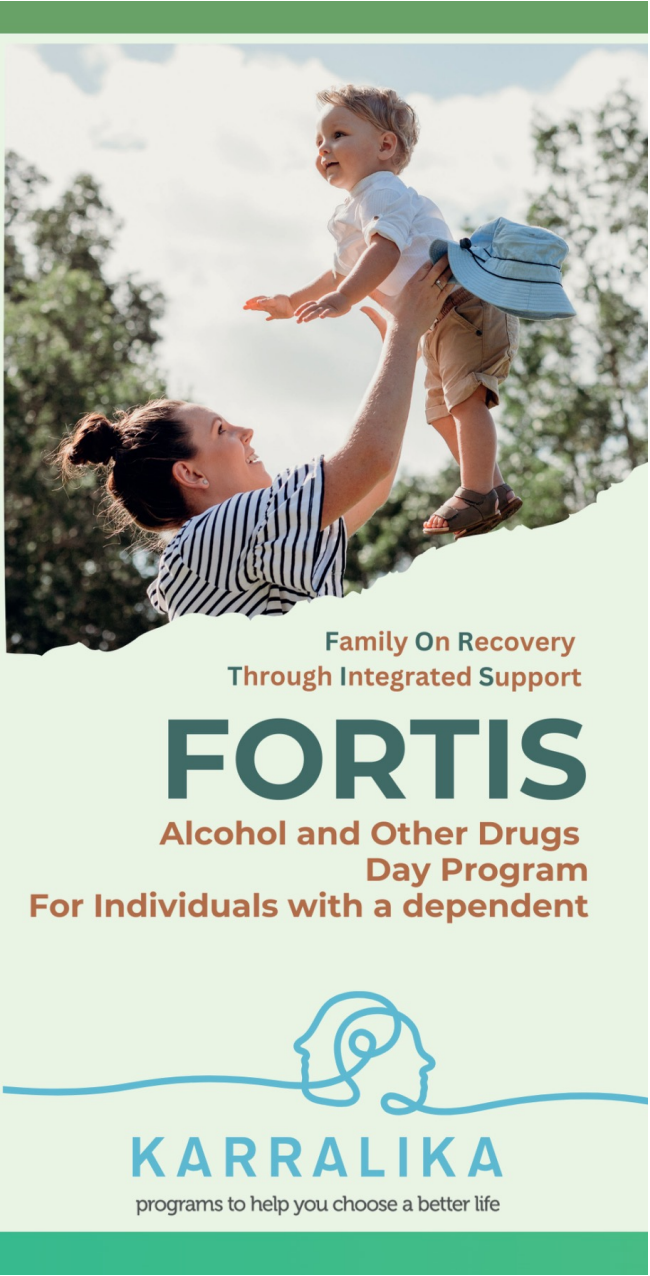
The Fortis Day Program is an evidence-based group program designed specifically for parents and caregivers, with the addition of a parenting group, Bringing Up Great Kids.

Guided by a harm minimisation framework, the program aims to support participants in strengthening their recovery from substance use, enhancing overall wellbeing, and developing positive parenting skills. Services include counselling, case management, and peer mentor support, ensuring a holistic approach to each participant’s needs.

Available to individuals 18 years and over, residing in the Queanbeyan-Palerang, Cooma, and surrounding regions, who have a dependent in their care, program delivery is flexible, combining online and face-to-face sessions to accommodate varying circumstances.

The Fortis team maintains a strong regional presence, travelling regularly to Cooma to deliver the program in person and foster meaningful community connections.

This program is funded by the NSW Ministry of Health.

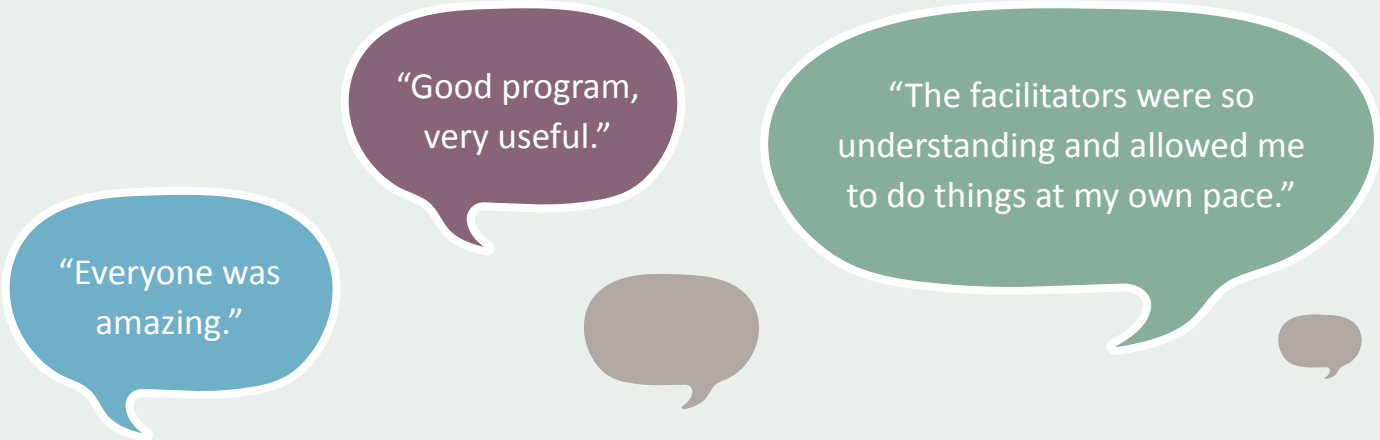


HIGHLIGHTS

Coming up to our one-year anniversary, the Fortis Program has successfully established itself within the community, achieving strong engagement and a positive uptake from participants across the Queanbeyan-Palerang, Cooma, and surrounding regions.

The program has built meaningful connections with local services and families, enhancing its reach and impact.

The Fortis team remains committed to exploring innovative and creative approaches to community engagement, continually seeking opportunities to raise the profile of both the program and Karralika Programs more broadly.

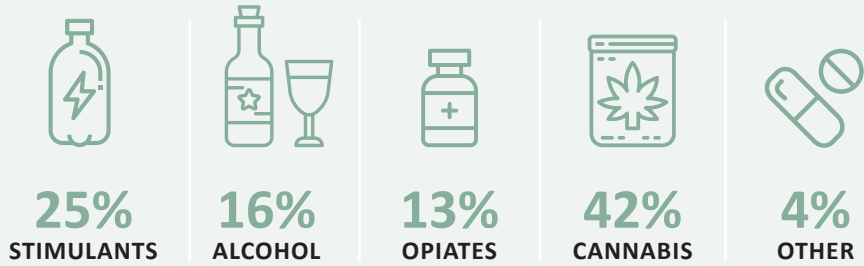


Fortis team participated in the 2025 Reconciliation Walk in Queanbeyan on 3 June 2025 with our Cultural Liaison and Support Worker Tiana House. LtoR: Jeanette, Jenn, Katia, Tiana and Younduk.

OF THOSE PARTICIPATING IN THE PROGRAM DURING THE YEAR:

- 42% identified as male
- 58% identified as female
- 33% identify as Aboriginal
- 846 direct client contacts completed

PRIMARY DRUG OF CONCERN REPORTED*:



Child and Youth AOD Program

The Child and Youth Program provides support to children and young people aged 10 to 19 in the Eurobodalla and Wagga Wagga regions who are experiencing difficulties related to their own, or a family member's, alcohol and other drug use. By working collaboratively with children, young people, their families, and other service providers, the program aims to reduce harm associated with drug and alcohol use and improve overall quality of life.

The service is staffed by a Counsellor and Registered Nurse in each region. The team works closely with young people, their families, schools, health professionals, Aboriginal Medical Services, and other community organisations. Barriers to access are addressed through flexible outreach, including home visits and meeting clients in parks, cafés, or other safe community environments. Our team also supports headspace centres in Wagga Wagga, Batemans Bay and Narooma by bringing specialist alcohol and other drug knowledge and expertise into those services. This program is funded by the NSW Ministry of Health.

HIGHLIGHTS

This year, Karralika received a one-off grant from the Network of Alcohol and Other Drugs Association (NADA) to support sector sustainability. The funds were used to purchase equipment and resources to enhance team mobility, upgrade IT and other equipment, and strengthen our presence at community events. Each space now proudly displays Indigenous artwork by local Aboriginal artists.

The South Coast team presented a paper "Delivering Youth Focused AOD support to Aboriginal Communities on Far South Coast of NSW" at the NADA Conference on 5 June 2025, under the theme of "Bridging Cultural Divides". The paper was very well received.

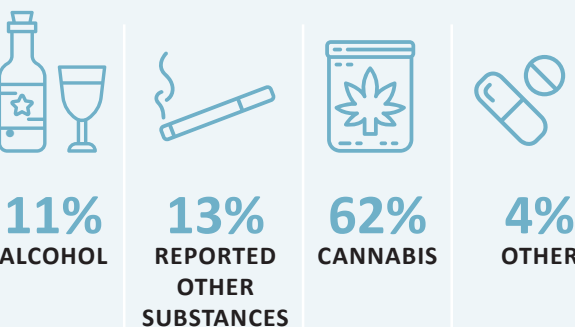
In Wagga Wagga, the year got off to a good start with attendance at the "Kicks and Tricks" community 'back to school' event, funded and organised by the Wagga Wagga City Council. This event was followed by a range of community engagement activities and AOD education sessions.

The South Coast team ran a poi dancing activity at Narooma High School each week for four weeks during lunchtime, finishing with a barbeque sausage sizzle. The event encouraged participation and connection with young people, followed by a session on AOD information and support.

PROGRAM INFORMATION

- 167 young people or family members were seen by counsellors, nurses or case managers
- 1,549 direct client contacts
- 896 counselling sessions
- 510 nursing support sessions
- 134 case management and support sessions
- 54% identified as male
- 46% identified as female
- 40% identified as Aboriginal and/or Torres Strait Islander

PRIMARY DRUG OF DEPENDENCE*:



(INCLUDING NICOTINE)

Good news story

A 19-year-old client experiencing homelessness received support after interacting with police. This young person had trouble trusting and engaging with services, but following work with our service, he has maintained employment, secured stable housing, significantly improved his health and wellbeing, and has had no further contact with police.



Bumalaga Yuraga on Gadhu, painted by Indigenous Artist Natalie Bateman. Translates from the Yuin Dhurga language to 'morning sun on the ocean', held proudly by our Eurobodalla team (Josie, Andrea and James).

Client story

Carol (pseudonym), a proud young Wiradjuri woman living on Yuin Country, first connected with the Karralika Child and Youth Program at age 13 following a school referral. As a vulnerable young teen living out of home and caring for a family member with significant health issues, she began using cannabis daily as a comfort and coping mechanism. Through weekly counselling and ongoing health support offered by Karralika's Child and Youth Program, Carol's cannabis use reduced significantly. Several years on, she is completing a school-based traineeship and successfully managing her work, education, and family responsibilities.

We were proud to share a poem written by Carol, titled "Healing" at the NADA Conference when presenting on the impacts and outcomes for children and young people participating in our program. Her words powerfully reflect her lived experience and her journey from survival to self-awareness and hope. Her contribution reminds us of the strength in young people when they are provided with safety, connection, and the opportunities to heal.

Good news story

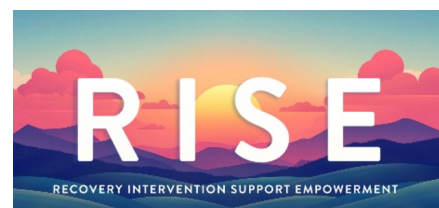
A 15-year-old young person who had been using substances for some time and living in a rural area has made significant life changes with support from our service and the 'Boys to Bush' program.

With encouragement from multiple services and his mother, he discovered an interest in Muay Thai kick boxing and has been invited to join a team in Thailand.

Through trust and engagement with our team, he has found a new direction and a bright future.

Poem: 'Healing'

Healing is hard.
It's hard to see the truth,
even when it's in front of you,
You push and pull
And tug and twist
Until you are burnt out
And have no fire left
Never forget, to keep going
And never give up the work you put in
To get out, of your pit.



Recovery Intervention Support and Empowerment (RISE) Program

Running for over 12 months, the Recovery Intervention Support and Empowerment (RISE) Program is an alcohol and other drug program involving education, counselling, and peer support for young people aged 12 to 24 years in the Wagga Wagga and Griffith regions. Supported by two Counsellors and a Lived Experience Mentor in each region, RISE is a trauma-informed, cognitive behavioural therapy (CBT)-based early recovery, relapse prevention program.

Throughout the year, the team undertook significant work engaging the community through schools, TAFEs, and local services, while also adapting the program to better meet the needs of young people. This ongoing quality improvement and consumer engagement is central to ensuring that our services continue to meet the needs of young people, their families, and the communities in which they live and work. The program is made possible with funding from the NSW Ministry of Health.

HIGHLIGHTS

Close collaboration with schools across the region has created valuable opportunities to engage with young people aged 12 to 17. The team received positive feedback on improved engagement from students at Narrandera High School and Western Riverina School. Support for young people at Shepherd's Park School, located within the Juvenile Justice Centre (Youth Detention Centre), will commence soon, providing regular education, counselling and support.

Regular engagement with the Leeton TAFE- including student orientation, induction week, campus visits, and community outreach – has been very positive and will continue developing over time. Work also continues refining communications and promotional activities to extend the program's reach to the older age cohort.

Good news story

A young person was referred to the RISE program from the Juvenile Justice Centre. The client worked with all members of the RISE team and required daily transport as he had no way to get into town. He engaged regularly with our Counsellor, who delivered the learning modules on an individual basis, as well as counselling support. The young person has since reduced his substance use, enrolled at TAFE, secured accommodation, and continues engaging with support services outside of TAFE.

OF THE YOUNG PEOPLE PARTICIPATING IN THE PROGRAM

- 53% identified as male
- 47% identified as female
- 70% identified as Aboriginal and/or Torres Strait Islander
- 245 direct client contacts completed

PRIMARY DRUG OF CONCERN REPORTED:



10%
STIMULANTS



7%
ALCOHOL



40%
DID NOT
DISCLOSE



43%
CANNABIS



Community Drug Action Team (CDAT)

The Community Drug Action Team (CDAT) program is a state-wide initiative funded by the NSW Ministry of Health to support local communities to be safer, healthier and stronger by reducing the harms associated with alcohol and other drug use.

Karralika Programs, as part of a NSW consortium managed by Odyssey NSW, employs two Community Development Officers to support CDATs across southern NSW to deliver a wide range of primary prevention activities, including annual youth camps, mental health and wellness expos, community engagement barbeques, Mardi Gras events, and many others. These events – along with information sessions and community resources- create opportunities for people to come together, build community connection, learn about the impacts of alcohol and other drug use, and engage with local service providers.

HIGHLIGHTS

A regional forum was held in Goulburn, bringing CDATs from across southern NSW to share ideas and learnings to take back to their communities. In 2025, the CDAT program celebrated 25 years of supporting communities across NSW!

Goulburn CDAT partnered with an AOD provider to run a Drug and Alcohol First Aid training session with 25 local service providers. The workshop equipped participants with practical skills to respond effectively to alcohol and other drug-related emergencies, strengthening community-based prevention and harm minimisation efforts.

Bega Valley CDAT delivered its annual youth camp, bringing young people together for connection, learning, support, and fun.

A local multicultural group event fostered a warm and inclusive atmosphere with shared meals, networking opportunities, and a Zumba dance session to promote wellbeing and cultural connection.

Wagga Wagga CDAT participated in the local Mardi Gras event, and a Hype-event was held in Griffith – both raising awareness of alcohol and other drug use harms and the supports available in local communities.



Justice Services

Our Justice Services team provides specialist support to adults 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 offenses. Our focus is to address the underlying factors contributing to substance use, reduce the harms associated with that use, and advocate for substance dependence to be recognised and treated as health issue.

Karralika Programs actively supports the ACT Drug and Alcohol Sentencing List through our Matrix Day Program and Residential Services, as described elsewhere in this Annual Report. We also continue to advocate for drug law reform that recognises substance dependence as a health, rather than criminal, issue.

Justice Services Alcohol and Other Drug Counselling

The Justice Services AOD Counselling Program is a specialised service for individuals connected to the ACT justice system. Funded by the Capital Health Network (CHN), the program works closely with ACT Corrective Services- including Community Corrections- and a range of partner services to address the complex relationship between AOD dependence and involvement in the justice system.

Demand for the service remains high, with strong referral numbers reflecting both the significant needs of this vulnerable population and the program’s reputation for delivering effective, client centred support.

Our dedicated Forensic AOD Counsellor delivers high quality, tailored interventions while actively building and strengthening partnerships with other Canberra services. This collaborative approach

ensures treatment is adaptable, accessible, and relevant, supporting clients to achieve better outcomes and promoting their successful reintegration into the community.

HIGHLIGHTS

In November 2024, our Justice Services Counsellor presented at the Australian Professional Society of Alcohol and Other Drugs (APSAD) Conference, highlighting Karralika Programs specialised work with justice involved individuals. The presentation showcased our evidence based, culturally safe, trauma informed approach, along with innovative strategies to improve access and engagement in treatment.

The program addresses significant barriers faced by clients in the justice system—such as limited-service accessibility, legal complexities, and competing social and health challenges — through strong partnerships with ACT Community Corrections and other local services. Flexible and responsive pathways into care have led to increased participation, improved retention, and positive recovery outcomes, including reduced substance use, greater stability, and stronger connections to family and community.

FEEDBACK FROM OUR CLIENTS



Krysia, Justice Services Counsellor - APSAD, November 2024

KEY INFORMATION – JUSTICE SERVICES COUNSELLING

- 155 people received a service from the Justice Services AOD Counsellor
- 86% identified as male
- 13% identified as female
- 1% identified as non-binary
- 13% identified as Aboriginal and/or Torres Strait Islander
- 1,128 direct contacts / counselling sessions conducted

PRIMARY DRUGS OF CONCERN:



Solaris Therapeutic Community

The Solaris Program is a voluntary therapeutic community program for adult men at the Alexander Maconochie Centre (AMC) who are experiencing alcohol and/or other drug dependence. Delivered in partnership with ACT Corrective Services, the program provides a safe and structured environment where participants can address the underlying emotions, beliefs, and behaviours that contribute to substance use and offending.

Through a combination of educational and therapeutic group work, participants develop strategies to reduce harm, prevent relapse, and understand the links between their drug use and criminal activity.

Recognising the high-risk period immediately following release from custody, the Solaris Outreach Program offers up to six months of continued support for graduates, whether they remain in the AMC, or reintegrate into the community.

The program follows a staged approach, beginning with comprehensive assessment and preparation for treatment, followed by targeted interventions that equip participants with tools and strategies to support behavioural change and wellbeing. The final phase focuses on consolidating skills, reflecting on progress, and setting goals for the future, ensuring participants are well-positioned to maintain their recovery journey beyond the program.

HIGHLIGHTS

In November 2024, the Solaris Therapeutic Community was showcased at the Australian Professional Society of Alcohol and Other Drugs (APSAD) Conference.

The presentation provided an overview of the program's evidence-informed approach, therapeutic model, and key outcomes, highlighting its role in addressing alcohol and other drug dependence among men at the Alexander Maconochie Centre. The session generated strong engagement from delegates, contributing to the broader professional dialogue on effective treatment and rehabilitation within correctional settings.

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

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

"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"

KEY INFORMATION – JUSTICE SERVICES COUNSELLING

- **66 participants** across 8 intakes
- **35 years** is the average age of a participant
- **22 people** graduated with a further 16 being released prior to graduation
- **27%** of participants identified as Aboriginal and/or Torres Strait Islander
- **56%** of participants have been diagnosed with a mental health conditions

PRIMARY DRUG OF CONCERN REPORTED:



57%
STIMULANTS



5%
CANNABIS



17%
ALCOHOL



21%
OPIOIDS



Christmas gifts for participants children, the result of generous donations



REVERSED Drink and Drug Driving Education Program

REVERSED is an interactive and accessible education program designed to address issues related to driving under the influence of alcohol and other drugs. Delivered in a safe and supportive face-to-face learning environment, the program engages participants in open discussion, reflective exercises, and practical learning activities. The program is conducted over two three-hour sessions, ensuring participants have the time and space to explore the material in depth.

The program provides evidence-based information about the effects of alcohol and other drugs, explores the personal and social consequences of impaired driving, and encourages participants to reflect on the impact of their behaviour on themselves, their families, and the wider community. Participants are supported to identify triggers and high-risk situations, and to develop practical strategies for avoiding reoffending. By combining factual education with behavioural reflection, REVERSED aims to promote safer driving choices and reduce the incidence of repeat offences.

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."
– REVERSED Participant

"The course was very informative and felt safe"
– REVERSED Participant

"[The course was] Really well presented and well prepared. Really engaging and professional facilitators."
– REVERSED Participant

KEY INFORMATION – REVERSED PROGRAM

- 8 number of courses
- 63 enrolled participants
- 54 participants who successfully completed the program
- 36 participants who identified Alcohol as their primary drug of concern
- 6 participants who identified other drugs as their primary drug of concern
- 21 participants who identified both alcohol and other drugs as their primary drug of concern

Corporate Services



Corporate Services



Our small, dedicated corporate team delivers operational support, financial management, human resources, marketing and communications and legal compliance. We manage critical business functions, that enable program delivery and help bring our organisational vision, purpose and strategic directions to life.

This year, the re-commissioning of our core ACT-based programs, along with the establishment of additional programs and new Karralika sites in NSW, has increased demand for our corporate support and coordination services.

Key Information/stats

- Delivering high quality financial reporting for the Board, management, funding bodies and statutory bodies.
- Preparation of multiple program acquittal and budget submissions.
- Payment of over 2,000 invoices.
- Management of client finances in Trust for more than 100 clients in our residential programs, including individual client finance meetings and statement preparation.
- Administration of a fleet of 24 vehicles across ACT and NSW program locations.
- Coordination of recruitment, information technology and onboarding for almost 20 new employees who joined Karralika during the year.
- Administration of employee benefits for 90 + employees across the organisation.
- Execution and monitoring leases for offices and sites across the ACT and NSW.

Who we work with and are grateful for

In providing holistic and integrated services and programs supporting clients across the ACT and NSW, Karralika Programs collaborates and partners with a range of services across the health and community services sectors, government agencies, for purpose organisations and businesses.

Our focus is to ensure access to services provided by Karralika Programs, as well as in-service supports within partner settings. We coordinate referrals, care planning and collaborative support to meet the diverse needs of our clients, families and communities. We acknowledge our funding bodies, donors and supporters as well as those services who work closely with us to support clients and families

We are pleased to collaborate with the following agencies (alphabetical order):

- ACT Corrective Services
- ACT Council of Social Services
- ACT Directorates of Health and Community Services
- ACT Gambling Support Service
- Alcoholics Anonymous and Narcotics Anonymous
- Alcohol Tobacco and Other Drugs Association of the ACT
- Australasian Therapeutic Communities Association
- Australian Government Departments of Health and Ageing, and Social Services
- Canberra Alliance for Harm Minimisation and Advocacy
- Canberra Health Services, Alcohol and Drug Services, Dental Health Program, Drug and Alcohol Sentencing List
- Cancer Council ACT and NSW
- Capital Health Network (the ACT Primary Health Network)
- Capital Pharmacy Tuggeranong
- Canberra Institute of Technology and Yurauna Centre
- Care Financial
- Communities@Work
- Construction Charitable Works
- Directions Health Services
- Domestic Violence Crisis Service
- Diversity Council Australia
- Everyman Australia
- Families ACT
- Good360
- Gugan Gulwan
- Headspace Eurobodalla and Wagga Wagga
- HepatitisACT
- Housing ACT
- Interchange Health Cooperative
- Isabella Plains Medical Centre
- Katungul Aboriginal Medical Service
- Marymead CatholicCare Canberra and Goulburn
- Murrumbidgee Mental Health and Alcohol and Other Drugs Alliance
- Network of Alcohol and Other Drug Association (NSW)
- Ngunnawal Bush Healing Farm
- NSW Department of Communities and Justice
- NSW Ministry of Health
- Outward Bound Australia
- Playgroups ACT
- Relationships Australia Canberra and Region
- Roundabout (ACT)
- Schools in Eurobodalla and Murrumbidgee regions
- Ted Noffs Foundation
- The Australian Childhood Trauma Group
- Toora Women Inc
- Tuggeranong Uniting Church
- Winnunga Nimmityjah Aboriginal Health Service
- Woden Community Services
- Yeddung Mura
- Yerrabi Yurwang

Financial Statements

Karralika Programs Incorporated

ABN: 88 061 551 715

Board of Directors' Report For the Year Ended 30 June 2025

The Board of Directors present their report on Karralika Programs Incorporated (the Association) for the financial year ended 30 June 2025.

Directors

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

Names	Position	Appointed/Resigned
David Templeman	Chair	Reappointed 28 November 2024
Gillian Shaw	Deputy Chair	Reappointed 28 November 2024
Rebecca Davey	Finance Director	Reappointed 28 November 2024
Rose Stellino (Nairn)	Director	Reappointed 28 November 2024
Sally Bradford	Director	
Belinda Kendall	Director	
Emmanuela Amos	Director	Reappointed 28 November 2024
Poppy Chalmers	Director	Appointed 28 November 2024

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

Principal Activities and Significant Changes in Nature of 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/Transition programs (Community Rehabilitation and Recovery Support, CRRS); non-residential withdrawal services; and Matrix Day Program.
- Community Services (NSW) Child and Youth Program (10-19 years); RISE Day Program for young people (12-24 years) in Griffith and Wagga; FORTIS Day Program for people with dependent children in Queanbeyan/Cooma; and Community Drug Action Team.
- 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 2025 is \$45,250 (2024: surplus \$155,976).

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

Chair:
David Templeman

Finance Director:
Rebecca Davey

Dated this third day of October. 2025

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 2025 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, 3 October 2025



G J Murphy
Partner

Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2025

	2025	2024
	\$	\$
Revenue and other income		
Revenue from contracts with customers	10,014,380	8,865,519
Other income	141,885	80,485
	10,156,265	8,946,004
Expenses		
Amortisation of right of use assets	453,429	331,880
Depreciation	54,058	45,539
Employee benefits expense	8,259,196	7,135,257
Loss on disposal of assets	6,260	-
Marketing expenses	13,122	6,953
Program expenses	412,912	416,186
Rental expense	16,809	28,198
IT expenses	256,167	225,193
Motor vehicle expenses	73,225	94,117
Telecommunication expenses	83,797	69,933
Consultants	12,620	30,844
Interest on lease liability	66,755	49,584
Other expenses	402,665	356,344
	10,111,015	8,790,028
Surplus for the year before income tax	45,250	155,976
Income tax expense	-	-
	45,250	155,976
Surplus for the year	45,250	155,976
Other comprehensive income	-	-
	45,250	155,976
Total comprehensive income for the year	45,250	155,976

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.

Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Financial Position
As At 30 June 2025

	2025	2024
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3,730,193	3,400,098
Trade and other receivables	25,271	16,304
Other financial assets	1,060,907	997,557
Other assets	211,210	183,263
TOTAL CURRENT ASSETS	5,027,581	4,597,222
NON-CURRENT ASSETS		
Other financial assets	-	24,750
Property, plant and equipment	148,625	195,858
Right of use assets	762,409	1,021,367
TOTAL NON-CURRENT ASSETS	911,034	1,241,975
TOTAL ASSETS	5,938,615	5,839,197
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	702,816	607,007
Other liabilities	1,539,282	1,375,332
Lease liabilities	436,006	369,897
Employee benefits	602,994	581,696
TOTAL CURRENT LIABILITIES	3,281,098	2,933,932
NON-CURRENT LIABILITIES		
Lease liabilities	369,970	689,421
Employee benefits	67,378	40,925
TOTAL NON-CURRENT LIABILITIES	437,348	730,346
TOTAL LIABILITIES	3,718,446	3,664,278
NET ASSETS	2,220,169	2,174,919
EQUITY		
Retained earnings	2,111,909	2,037,864
Reserves	108,260	137,055
TOTAL EQUITY	2,220,169	2,174,919

Karralika Programs Incorporated

ABN: 88 061 551 715

Statement of Changes in Equity
For the Year Ended 30 June 2025

2025	Retained Earnings	Capital Grants Reserve	Total
	\$	\$	\$
Balance at 1 July 2024	2,037,864	137,055	2,174,919
Surplus for the year	45,250	-	45,250
Transfer to/from reserves	28,795	(28,795)	-
Balance at 30 June 2025	2,111,909	108,260	2,220,169
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

*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 2025

	2025	2024
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers and others	11,222,275	11,034,525
Payments to suppliers and employees	(10,400,524)	(9,215,888)
Interest received	74,597	67,880
Interest paid on lease liabilities	(66,755)	(49,584)
Net cash provided by/(used in) operating activities	829,593	1,836,933
CASH FLOWS FROM INVESTING ACTIVITIES:		
Payments for property, plant and equipment	(13,085)	(162,422)
Purchase of investments	(38,600)	(35,652)
Net cash provided by/(used in) investing activities	(51,685)	(198,074)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of lease liabilities	(447,813)	(316,792)
Net cash provided by/(used in) financing activities	(447,813)	(316,792)
Net increase/(decrease) in cash and cash equivalents held	330,095	1,322,067
Cash and cash equivalents at beginning of financial year	3,400,098	2,078,031
Cash and cash equivalents at end of financial year	3,730,193	3,400,098

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 2025 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 third day of October 2025

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 2025, 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 2025 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 2025, 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.

The directors are responsible for overseeing the entity's financial reporting process.

Auditor's responsibility for the audit of the financial statements

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

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

A handwritten signature in blue ink, appearing to read 'Nexia Duesburys'.

Nexia Duesburys (Audit)
Canberra, 3 October 2025

A handwritten signature in blue ink, appearing to read 'G J Murphy'.

G J Murphy
Partner



KARRALIKA

programs to help you choose a better life