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22 ANNUAL REPORT



# Acknowledgement of Country

Holyoake acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of Country and recognise their continuing connection to land, waters, and community. We pay our respects to Elders - past, present, and emerging.



## The Journey

Our commitment to reconciliation is incorporated into the Holyoake workwear, and features “The Journey” by Melissa Spillman (Woods) a Noongar Aboriginal Artist who operates under Maarakoort Art.

The story behind “The Journey” represents hard work and persistence of the journey through life. The campsites represent the many stops along the way. The background represents our culture and land. The lines and dots represent the connections we make and the stories we learn. The hands represent connection to country and a sense of belonging.

This is very symbolic of the Holyoake Journey and the stories of our consumers.



**Holyoake's vision for reconciliation is for an Australian community that embraces Aboriginal and Torres Strait Islander peoples histories and cultures, is inclusive, innovative and respectful; providing everyone with opportunities to reach their full potential.**

## **Holyoake is committed to:**

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- Providing inclusive and responsive counselling and support services.
- Providing culturally secure services by understanding Aboriginal and Torres Strait Islander peoples histories, associated trauma and injustice and acknowledging the marginalisation and difficulties they face.
- Helping our communities to embrace and respect the richness and diversity of Aboriginal and Torres Strait Islander cultures including languages, the importance of kinship and connection to Country.
- Creating opportunities for Aboriginal and Torres Strait Islander people through the actions contained within our Reconciliation Action Plan, thereby addressing the social and economic disparities between Aboriginal and Torres Strait Islander Australians and non-Aboriginal and Torres Strait Islander Australians.
- Building positive and authentic relations between Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander Australians. This includes recognising significant dates and participating in both official and social activities at the local level.

We recently finalised our Stretch Reconciliation Action Plan July 2022-June 2025.

This framework will leverage our structures and diverse spheres of influence to support reconciliation and foster social and economic opportunities for Aboriginal and Torres Strait Islander people and the broader Western Australian community.

**“ Ngala kaaditj Whadjuk Noongar moort keyen kaadak nidja boodja ”**

# Our Journey

Holyoake is a leading non-government provider of alcohol and other drug treatment services in Western Australia.

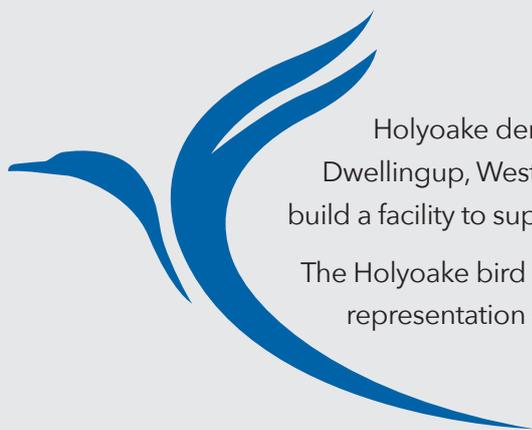
Offering a wide range of evidence-based programs across Western Australia, Holyoake enables lasting change for thousands of individuals, families and communities impacted by alcohol, other drugs and mental health issues. All programs have been designed with a holistic, non-judgemental approach and provided in a safe and caring environment.

Over the past 2 decades, Holyoake has been building its Mental Health capacity, delivering those services in conjunction with Alcohol and Other Drug services. Our vision is to empower people to change their lives and make better futures possible.

John Keating, with his friend Anita Day, established Holyoake in 1975 to offer more holistic services to people affected by alcohol and drugs, and their families. John was determined to find a better way to address 'problem drinking', generally treated as a disease in the early seventies.

From the very outset, the Holyoake approach achieved excellent outcomes and was welcomed by clients and the community sector. The next year, Holyoake received the Jaycee Award for Better Communities 1976.

Four decades on, that bold vision has stood the test of time with thousands of people experiencing the benefits of Holyoake's approach.



Holyoake derives its name from the site of an old settlement in Dwellingup, Western Australia where 90 acres of land was granted to build a facility to support individuals and families.

The Holyoake bird of compassion and transcendence is a graceful representation of being in flight and yet at one with the essence of self.

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## About John

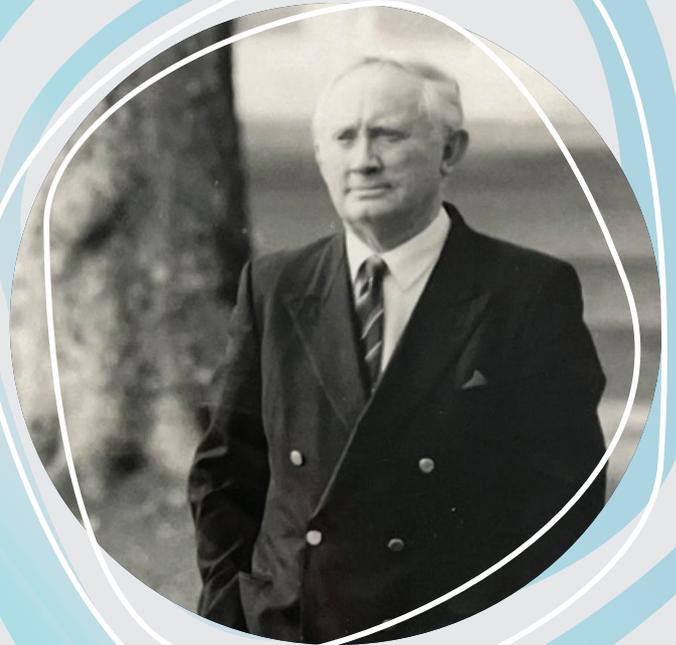
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John played a key role in setting up the WA Network of Alcohol and Drug Agencies (WANADA), an independent membership-driven not-for-profit organisations. He also assisted in the founding of Cyrenian House, and elected President of the Alcohol and Drug Council of Australia.

Today, we continue to work with WANADA to lead a shared voice to drive positive change needed to achieve best community outcomes.

*"Holyoake's great message is that the vast majority of humans have the infinite potential and capacity to take command of and responsibility for their lives; thereby being able to live primarily at peace with themselves and in joy and happiness with those they care for and with those who care for them."*

*John Keating, Founder of Holyoake*



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# Chair's Report

Gary Steinepreis

**It is with great pride that I introduce Holyoake's first Annual Report. Holyoake has a long and prestigious history of providing innovative prevention, counselling and support services to all Western Australians and we see this, and future Annual Reports, as a wonderful opportunity to reflect on the challenges and achievements of the past year and celebrate our successes.**

Firstly, I would like to extend the Board's heartfelt thanks to past chairman, Ms Marylyn New and past CEO Angie Paskevicius, for their years of service to Holyoake. Both have led the organisation through considerable periods of change and growth, and without their passion and commitment we would not be where we are today. We wish them both the best for the future.

In 2022, we were excited to welcome Lorraine Keane to the role of Chief Executive Officer. Lorraine has been an integral member of the Holyoake executive team. Lorraine has already made a significant impact leading the organisation in the development of Holyoake's 2022-2027 Strategic Plan and successfully achieving Holyoake's Mental Health Accreditation against the National Standards for Mental Health Services 2010.

We acknowledge the challenges that COVID 19 has brought to our communities. Despite these challenges we have managed to continue our operations with limited disruption to services. The Holyoake team has pivoted and introduced new ways of working such as delivering services via telehealth.

I would like to extend my sincere thanks to our wonderful and skilled Board of Directors for their continued hard work and commitment to delivering Holyoake's vision and strategic objectives. We are so grateful to have such an exceptional group contributing to and guiding the organisation.

I would also like to welcome the new Directors to the Board: Anthony Hewett, Deborah Morrow,

Peta Gallaway and Hayley Lawrance. We are excited to have you on the team and look forward to the positive impact you will have on the organisation.

To our staff, you are at the front line of the organisation, living and breathing our values every day and empowering others to change their lives. Thank you on behalf of the organisation and the individuals and families you support.

Finally, on behalf of Holyoake, I would like to extend my sincere thanks to all our funding partners, supporters, and donors, particularly our Major Supporters - Mental Health Commission, WA Primary Health Alliance, Department of Justice, Lotterywest and Healthway. Without your continued and generous support, we would not be able to provide the highest level of service - free - for all Western Australians.

We are so proud to have provided life changing services to over 4,500 Western Australians this year and look forward to making better futures possible, for many years to come.

## Board of Directors

**Gary Steinepreis**, Chairman  
**Anthony Hewett** Director  
**Peta Gallaway** Director  
**Ian Oldfield** Director  
**Deborah Morrow** Director  
**Kevin Campbell** Director  
**Hayley Lawrance** Director

# CEO's Report

Lorraine Keane

**I would like to take this opportunity to extend my thank you to Ms Marylyn New (former Chairman) and Angie Paskevicius (former CEO) for their leadership and commitment to Holyoake over the years.**

I was appointed the CEO in January of this year; I am very grateful and privileged to lead an organisation that empowers people to change their lives. I have been working in the community sector for over 20 years and I don't think I have ever experienced such passion and commitment within the workforce and our sector.

## Our People

We faced another challenging year as we continued to deal with COVID 19 and increased demand for services. As COVID 19 restrictions eased and we opened our borders, it provided the opportunity to travel and reconnect with loved ones.

The easing of restrictions also brought the highest numbers of COVID 19 cases and we had to be agile and responsive to our changing environment. I acknowledge the leadership team for continuously keeping the organisation abreast of the daily changes and for also ensuring minimum disruption to service.

We responded to additional demand for services with innovative thinking and endeavoured to ensure our consumers were not waiting for extended periods of time. Recruitment has also been a challenge; with global labour shortages we have done tremendously well with the help of our student placement program to fill vacancies whilst maintaining a high level of professional employees.

As we finish the year, I sense energy returning to our environment, the fear of the pandemic and the uncertainty is fading. I acknowledge each employee of Holyoake for how you responded in the most challenging of times.

## Our Strategic Focus

We continued to achieve our strategic goals throughout the year. We carried out an extensive scan of the organisation and decided that with new Board

Directors and a new CEO, we invest our time and energy into a new strategic plan. During this process we engaged with over 40% of the workforce to ensure the voices of our people were heard. We are very proud to present our 2022-27 Strategy within this Annual Report.

We have three key priority areas with clear goals and outcomes to help us achieve our purpose and vision. The strategy is ambitious and will ensure Holyoake is responding to the changing environment. We are aspiring to be recognised for our Mental Health services alongside our AOD services.

We have been very successful with implementing our strategic objectives for 2021-22 and there was a focus on continuous improvement. We were awarded accreditation against the Alcohol and Other Drug Human Services Standard 2019 and for the first time accredited against the National Standards for Mental Health Services 2010. Given that the accreditations occurred almost one after another it was a huge achievement and couldn't have happened without the support of our dedicated staff. Achieving the National Standards for Mental Health Services 2010 accreditation will assist with our strategy to expand our mental health services.

We completed two major programs during the year. The first being the family therapy program that was sponsored by Lotterywest and the second was our Indigenous Drumbeat program that was sponsored by Healthway.

We commenced our Caregiver program that was also sponsored by Lotterywest; this program is for caregivers who would like to strengthen their relationship with their children. We are scheduled to support 60 participants and very grateful for this opportunity to deliver this much needed service. We also commenced the Active Recovery Team program; this program is a collaboration between health service providers and NGOs to support individuals with mental health and alcohol and other drug concerns. We have completed the first 12 months



of the program and it has gone from strength to strength and we are hopeful this program continues. Additionally, our Wheatbelt Suicide Prevention Program aims to increase mental health and suicide prevention literacy and education, encourage help-seeking behaviours and support mental health advocates within the community.

## Our Consumers

During the year we have supported over 4,500 consumers. The profile of the consumer has mirrored previous years with alcohol being the most problematic drug of choice. The voice of the consumer is essential and throughout COVID 19 we managed to engage with consumers on service delivery, policy changes and service improvement opportunities. We carried out a consumer survey during the year that produced very positive results. The key area of improvement was for Holyoake to consider providing mental health services. We have increased our peer worker workforce and as part of our future strategy and intend to expand this further over the next 12 months. We thank our consumers for allowing us to be part of their experience, we are privileged that you share those experiences so generously and allow Holyoake to support you on your journey.

## Our Partnerships

Holyoake places a high priority on building effective, collaborative working relationships with other community service providers to facilitate the delivery of coordinated, integrated care.

Towards this end, Holyoake has 24 current Memorandums of Understanding (MOU) which include headspace Midland; Department of Justice (Northam and Midland); St John of God Social Outreach; East Metro Health Service; Mental Fellowship of WA (MIFWA); East Metropolitan Health Service / Royal Perth Bentley Group; Cyrenian House; Tenacious House rehabilitation centre in Bullsbrook; Wheatbelt Mental Health Service; and Helping Minds (WA Recovery College Alliance).

Ongoing collaboration between agencies offers real potential to build others' strengths, particularly through our programs for significant others, including children.

This year Holyoake's Victoria Park team partnered with RUAH Community Services to develop and deliver a 12 session group program for young children identified as having lived in a household where family domestic violence has been observed.

North East Metro Community Alcohol & Drug Service (NEMCADS) participated in the development of the new Midland Adult "Head2Health" centre offering free, on-the-spot advice and support and, if needed, assessment and treatment for people with stress, anxiety and other mental health concerns.

All of these partnerships provided an opportunity to learn and grow, improving the quality of our services.

Thank you to our employees, board directors, consumers, partners and funders for your continuous support of Holyoake.

### Executive Team

Lorraine Keane - Chief Executive Officer

Mario Gallo - General Manager Operations

Peow Lim - General Manager Corporate Services

# Our Strategy

During the second half of the reporting period 2021-2022, Holyoake appointed a new CEO with a new Strategic Plan being developed. The Board of Directors continue to guide the CEO and Executive Team towards meeting the strategic commitments within this plan.

## Our Vision

We empower people to change their lives, making better futures possible

## Our Purpose

Using evidence-based practice, we support individuals, families and communities that are impacted by alcohol, other drugs and mental health issues

## Our Values



Passion

KooRt



Integrity

yiRRa



Courage

KooRI



Innovation

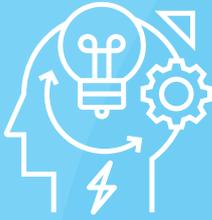
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Relationships

KooRliniy

# Our Strategic Priorities



## Excellence & Innovation

We will leverage our years of knowledge, experience and our leadership in the sector to deliver evidence-based services that are continuously improving and innovating to meet evolving needs



## Our People

We are committed to creating a culture of excellence, accountability and wellbeing where people can thrive



## Sustainability

Holyoake will ensure that delivery of our services and management of our organisation are sustainable. Our growth will be targeted and intentional

## GOALS

- Continuously improve our AOD and Mental Health services
- Develop our approach to a specialist Mental Health service
- Develop innovative ways of delivering our services
- Be recognised for our innovation and responsiveness to the changing environment

- Continuously build capability in the workforce
- Enhance employee reward, recognition and wellbeing initiatives
- Further development of our leadership capability

- Expand and grow our services in a sustainable way
- Structures in place to deliver services in the current environment and into the future, as we expand and grow
- Pursue measured results that maximise our impact

## OUTCOMES

- Enhanced structured approach for delivering quality services. Data is driving our service and organisational improvements to ensure the highest quality is achieved
- Recognised as a specialist Mental Health provider internally and externally (recognising we are already an AOD specialist)
- Effective new models of service that are evidence-based and responsive to evolving needs

- Appropriately skilled workforce to deliver our services
- Our people are appropriately rewarded and recognised for the work they do at Holyoake
- Leaders equipped to lead and develop their teams and create a high performing culture

- Ensuring the future sustainability of the organisation
- We will have organisational systems and processes to support our services and its growth
- Delivering a cost effective and high-quality service to the community

# Consumer Reach

Holyoake offers a range of individual and group programs for individuals as well as other family members. Each year we see over 4,500 people - men, women, partners, couples, parents, young adults, adolescents and children.

Holyoake's AOD counselling and support services, prevention and education programs are delivered through three primary and two satellite locations:

**Victoria Park: Specialist AOD Service** - Victoria Park.

**North East Metropolitan Community Alcohol and Drug Service (NEMCADS)** - Midland.

**Wheatbelt Community Alcohol and Drug Service (WCADS)** - \***Northam**, and two satellite offices in **Narrogin** and **Merredin**, through co-location arrangements with WA Country Health Service (Mental Health Services).



\*with outreach services to Wheatbelt towns including, but not limited to, Toodyay, York, Dowerin, Cunderdin, Beverley, Moora, Jurien Bay, Wongan Hills, Southern Cross, Gingin, Goomalling, Kellerberrin and Brookton.

Wheatbelt services cover over 188,000 square kilometres across 43 local government authorities.

In addition, our affiliates in New South Wales, Tasmania and the Northern Territory offer Holyoake group programs under licence.

# Community Impact



individuals participated in individual and group programs across prevention, counselling, and support



**of consumers identify as Aboriginal**



### Consumer Reach by Age

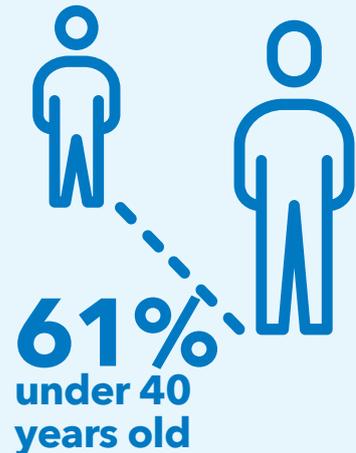
0-14	4%
15-24	17%
25-39	40%
40-60	33%
Over 60	6%



counselling sessions attended



**of consumers are male**



**under 40 years old**



### TOP 5 Primary Drugs of Concern

Alcohol	37%
Amphetamine /Methamphetamine	37%
Cannabis	21%
Heroin	2%
Cocaine	1%



### TOP 5 Mental Health Concerns

Anxiety	32%
Depression	30%
Trauma/Stress	12%
Personality disorder	8%
Schizophrenia	5%



**of our consumers seek support in relation to their partner or family member.**

# Highlights 2021/2022



## Active Recovery Team

Focused on reducing hospital admissions for people, who present with mental health concerns, and discharged without adequate support. The Active Recovery Team program is led by the East Metro Health Service and operates in the three locations, supported by Holyoake as the primary non-government service provider, and MIFWA. Officially launched in July 2021, the program supports people with acute mental health issues or AOD, deploying newly funded AOD Counsellors, Support and Peer Workers into mental health services located in Midland, Bentley and Royal Perth Hospitals.



## Launched Caregivers Program

In April 2022, additional funding was secured from Lotterywest for the Caregivers Program to support over 50 families.

The Caregivers program is tailored to provide individual counselling and peer support to assist caregivers through enhancing their capacity to support the young people in their care, and practical tips and strategies for managing their situation.



## Yirra Koorl - Looking Forward

Throughout this year, over 28,000 wellbeing and prevention newsletters, **Yirra Koorl** (Looking Forward) were distributed in the Wheatbelt.



## Implemented new Telehealth video counselling system

The doxy.me solution works in-browser via web link and requires no additional downloads from a consumer perspective.



## Stretch Reconciliation Action Plan

After a 9-month consultative process Holyoake received endorsement from Reconciliation Australia for our third RAP (Stretch Category), guiding our reconciliation activities for the next three years.



## Within Your Wallet

The Within Your Wallet project, a collaborative initiative between the Holyoake WCADS Prevention Team and the Pingelly Brookton Local Drug Action Team, aims to address concerns of youth alcohol and drug use, disengagement from school and social activities, mental health issues and anti-social behaviour in the southern Wheatbelt. Funded by the Alcohol and Drug Foundation over 12 months, the project evaluation highlighted key outcomes as follows:

- 627 wallet cards distributed across five secondary schools
- 13 information sessions reaching 1151 young people
- Young people accessed subsidised diversionary activities on 1809 occasions including free swims at gym and fitness class entry, mixed netball, basketball court hire, movie nights, gym sessions and bus transport from Wagin to Narrogin for Night hoops.

## Wheatbelt Suicide Prevention Project

Holyoake's Wheatbelt Community Alcohol and Drug Service introduced an integrated, place-based Suicide Prevention Project throughout the Wheatbelt during 2022, funded by the WA Primary Health Alliance (WAPHA). This new initiative builds community capacity to support vulnerable cohorts across the Wheatbelt region, empowering individuals and communities by increasing knowledge in mental health and suicide prevention, promoting help-seeking behaviours, and improving access to primary care and support. The establishment of community-led initiatives is encouraging tailored, sustainable solutions to meet the diverse needs of our Wheatbelt communities.

The first of its kind in Australia, the project covers approximately 188,000 square kilometres, including 43 local government authorities, giving individuals and communities access to information and the support they need in a timely manner.



## Wellbeing Portal

The launch of the **Wheatbelt Professionals Wellbeing Portal** in conjunction with the WA Primary Health Alliance providing access to a wide range of workplace wellbeing and self-care resources.

\*First of its kind in Australia!



## Turn Up in Blue Day

Over 500 attendees participated with 22 service providers and local organisations hosting stalls as part of Wheatbelt Mental Health Week.



# Counselling and Support

The **Holyoake Approach** to providing services continues to develop in line with contemporary research, often referred to as evidence-based practice.

## Holyoake Approach



The interaction between the person, counsellor and evidence-based practice is central to our approach. We work within our five principles: person centred, acceptance & respect, self-responsibility, connection and peer inspiration.

### Our Evidence-Based Approach includes:

- Motivational Interviewing
- Cognitive Behaviour Therapy
- Acceptance and Commitment Therapy
- Mindfulness
- Expressive Therapies
- Narrative Therapy
- Trauma Informed Care
- Culturally Sensitive Practice
- Family Systems Theory
- Integrated Care
- Harm Minimisation

### Our practice is informed by five key principles:

**Person Centred** Treating people as they want to be treated, with knowledge about and respect for their values and personal priorities.

**Acceptance & Respect** Every person has the natural capacity to solve their own problems, heal emotional wounds and manage personal growth, given sufficient awareness (information), support and opportunity.

**Self-Responsibility** Every person is responsible for the decisions and course of action they take in any given situation.

**Connection** Each person operates within a system of family and community. Connection also refers to the therapeutic alliance between counsellor or group members and the person.

**Peer Inspiration** Encourages awareness of others with similar problems and the recognition that solutions can be found and confidence gained in one's ability to cope with the situation they are in.

# Our Programs

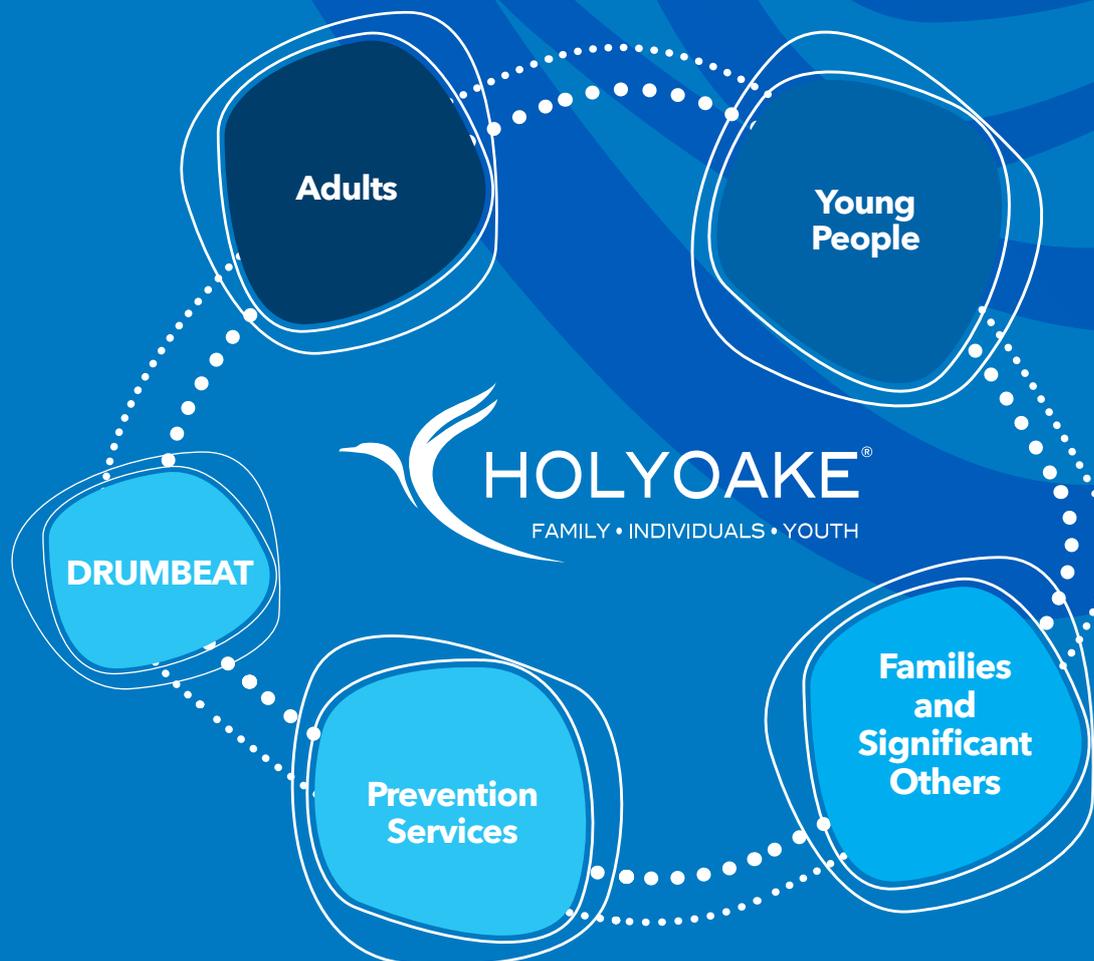
Alcohol, drug and mental health concerns affect individuals and those who care for them.

From the outset, the Holyoake evidence-based approach to provide more holistic and non-judgemental services to those effected and impacted by alcohol and drugs has achieved excellent outcomes. A bold vision that has stood the test of time for over 40 years. Each year, thousands of people experience the benefits of Holyoake's positive approach in a safe, confidential and caring environment.

Holyoake's unique **family systems approach** recognises the impact that alcohol and other drugs or mental health issues have on all

family members, and our services reflect this understanding. We provide a range of family-sensitive and confidential interventions that respond to both individuals and family members. This focus on family and significant others also acknowledges that positive change can be affected by working with anyone within the family system.

Accordingly, Holyoake provides a **broad range of individual and group** AOD programs specifically for men, women, partners, couples, parents, adolescents and young children.





### Services for Adults

Support for adults with AOD issues, offered through all Holyoake locations and this includes:

- Individual AOD counselling and group programs
- Men's Group Program
- Women's Group Program
- SMART Recovery Group Program
- Justice Rehabilitation Programs
- Pharmacotherapy and Home Detox
- WA Diversion Program
- Active Recovery Team
- Aftercare Coordinator (Suicide Prevention)
- Integrated Support Team (including CPOP)
- Peer Support Program
- Outreach / Inreach Program

### Services for Young People

Support for young people with AOD issues, offered through all Holyoake locations and this includes:

- Individual AOD counselling and group programs
- Adolescent Program
- Young Adults Program
- WA Diversion Program
- Banksia Hill Program
- Outreach / Inreach Program

### Prevention

Support for communities:

- Suicide Prevention Program
- Community Capacity Building
- Training & Education
- AOD Prevention Program
- DRUMBEAT
- Liquor Licensing Feedback

### Services to Families and Significant Others Impacted by Another's AOD Use

Support for families and significant others offered through all Holyoake locations and this includes:

- Parent's Program
- Relationships in Focus
- Childhood in Perspective Program
- Young People's Program
- Attachment Program
- Family Therapy program
- Filial Program
- Caregivers Program

### DRUMBEAT

Developing relationships and connecting communities, families and individuals:

- Facilitator Training Program
- Program Delivery
- Online Training Program

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## Counselling and Support - Victoria Park

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Holyoake delivers an extensive range of Counselling and Support services from the head office located in Victoria Park with two main counselling teams based at the site. Co-located within the office is the Corporate Services team who manage business across all of Holyoake's sites.

**The Individuals and Families team** is comprised of clinical staff who deliver a range of individual and group therapeutic programs customised for all ages and circumstances. The offered services provide the opportunity for people with their own use concerns as well as families and loved ones in the community to gain valuable support and be assisted to work through their individual challenges.

Evidence-based programs are available for men, women, young adults and adolescents with their own alcohol or other drug use concerns and delivered in a tailored format for each cohort whilst remaining sensitive to individual needs. Partners or relatives, including parents and children, affected by a loved-one's alcohol or substance use can access a range of programs designed to support them with their challenges, and assist them to develop improved coping strategies whilst engaging in increased self-

care. Experienced counsellors work closely with each person to ensure they receive maximum benefit from their engagement. After an initial assessment process, consumers can choose to engage in either 1-1 or group sessions, or a mixture of both. Group Programs are particularly effective where participants focus on a different topic each session with an emphasis on self-empowerment and self-responsibility. Consumers also gain valuable peer support from listening to, sharing and interacting with other group members in a non-judgemental environment.

In addition, Holyoake has developed a set of customised programs unique to Victoria Park including the Attachment Art & Play Program, the Young People's Program and the Caregivers Program.

**The Justice Services and Active Recovery Team** also operates out of Victoria Park whilst providing programs in prisons, Department of Justice offices, and mental health services across the Perth metro area.

**DRUMBEAT**, our unique evidence-based, award-winning program is also supported by the Victoria Park office and available across Australia.

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## Community Alcohol & Drug Services

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The **North East Metro Community Alcohol & Drug Service (NEMCADS)** is delivered in partnership between Holyoake and Next Step Drug and Alcohol Services. This integrated service provides individuals and families with access to a comprehensive range of alcohol and drug services from one location. Adults and young people can access a range of services across counselling and support, medical and psychological services.

Operating out of Midland, the team also work with the Drug and Alcohol Withdrawal Network (DAWN), operated by St John of God to provide home based AOD withdrawal programs..

As part of our integrated care commitments, Holyoake provides therapeutic counselling and support services in Kalamunda, Mundaring and Ellenbrook through the NEMCADS team. With the application of a holistic approach to client care, referrals between services are encouraged to maximise the health outcomes. In addition to telephone and video counselling, regular outreach to medical practices extend our services to consumers who may otherwise be unlikely or unable to engage due to cultural factors, transport issues, family commitments (such as parents and their children), environmental factors, comorbid AOD and mental health, and general health factors.

Holyoake has also continued its support of Indigo Junction, a community organisation focussed on homelessness and housing support, working with their drop-in centre, family centre and youth centre.

The **Wheatbelt Community Alcohol & Drug Service (WCADS)** was established in Northam in 1999. Holyoake has been providing primary treatment services for alcohol and other drug issues across the

Wheatbelt Region, with steady growth resulting in the need for additional offices and outreach services being set up in Narrogin, Merredin, Toodyay, Moora, York and other Wheatbelt towns.

Holyoake has secured the Wheatbelt Community Alcohol and Drug Service for an additional five years with AOD, Suicide Prevention and Suicide Prevention Aftercare programs pivotal to mental health and AOD service impact and engagement in the communities.

Covering over 35 towns throughout the region, the Outreach Team offer counselling and support to vulnerable groups in these diverse, small communities. This extensive, structured outreach program has proved invaluable to at-risk groups where the impacts of COVID 19 and increased economic pressures are more prevalent.

One to one counselling and support is available on a 7-10 day cycle over 17 planned routes throughout the Wheatbelt. The outreach services are culturally responsive and secure, offering in-depth understanding of evidence-based models to strengthen relationships, build trust and provide effective service delivery. Working with WA Community Health Services, Aboriginal Health Services and other agencies, the Team liaise with other providers to give consumers a holistic approach to recovery and mobilising support: mental and physical health, education, employment, financial, legal and accommodation services.

Trauma informed support, diversion, isolation and the impact of AOD and Mental Health are often amplified in close communities. Holyoake is an invaluable service in the region supporting the individuals and families to make the changes necessary to improve overall social and emotional wellbeing through case management.

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## Justice Services

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Holyoake continues its four year partnership with Cyrenian House to deliver all alcohol and other drug rehabilitation services in metropolitan public prisons, specifically Bandyup, Boronia, Casuarina, Wooroloo, Karnet and Hakea.

Funded by the Department of Justice, Holyoake programs include the Pathways program, ADAPT Throughcare Counselling Service, Methamphetamine Group Program, and the Moral Recantation Group Program.

Collectively, our program suite is known as Allied Drug and Alcohol Programs and Treatment (ADAPT). Holyoake continue to provide an average of 4,500

ADAPT counselling and support sessions to around 600 individuals, delivered pre and post release annually.

Holyoake provide AOD counselling and group programs at Banksia Hill Detention Centre, and at Community Youth Justice Centres in the metro area funded by the Department of Justice. Group and individual sessions are run five days per week with counsellors at Banksia Hill Detention Centre as well as individual sessions on the young person's release to the community through the four main metro Youth Justice offices in Mirrabooka, Mount Lawley, Bentley and Yangebup.

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## Collaborative Service Delivery

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The Holyoake Active Recovery Team (ART) brings together a multidisciplinary team of AOD and Mental Health Professionals together to provide an intensive, recovery focused 12 week care coordination for consumers with co-occurring mental health and alcohol and other drug issues, that have frequent Emergency Department attendance or inpatient admissions.

The program is coordinated by the Mental Health Commission and developed in collaboration with the East Metropolitan Health Service.

The ART comprises access to psychiatrist, mental health nurse, social workers and occupational therapists from the mental health services, and AOD counsellors, and support workers from Holyoake. MIFWA also provides peer support workers as part of the ART program.

Holyoake's ART program operates from mental health services at Perth City East, Bentley and Midland.

The Holyoake ART teams provide ongoing support for people during recovery journey after being discharged from hospital.



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## Student Placements

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Holyoake partners with several leading universities and colleges including Notre Dame University, Murdoch University, UWA, Curtin University, Edith Cowan University, Tabor College and Marr Mooditj Training College offering 3-9 month student placements. Mental Health Commission volunteers are also recruited as part of the MHC Volunteer Drug and Alcohol Counsellors' Training Program.

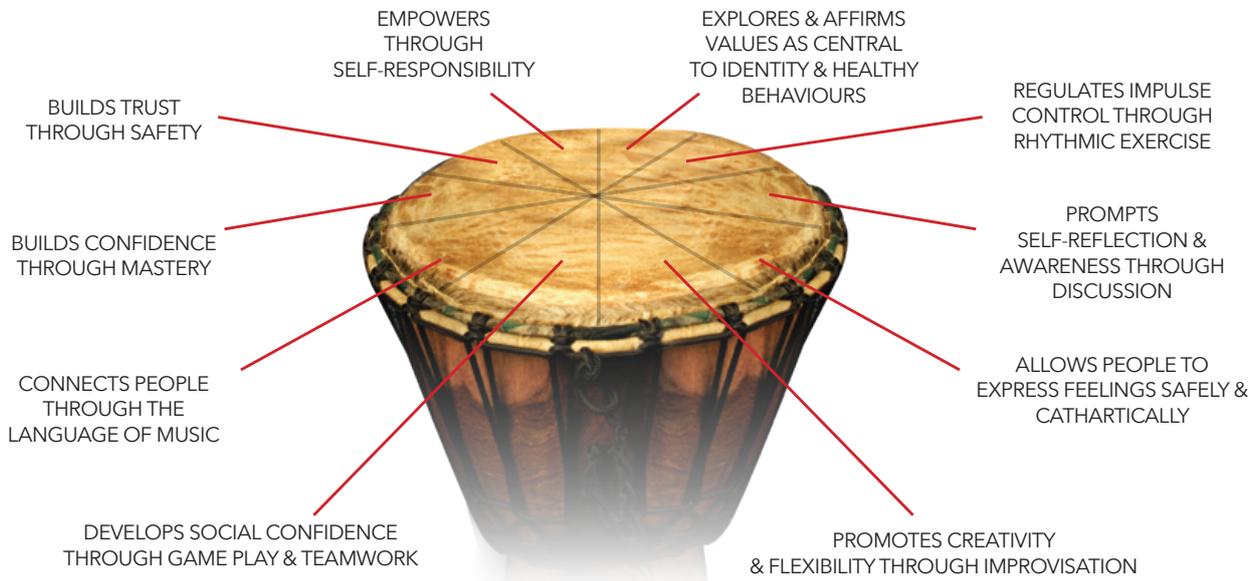
Placements are available in accordance with program needs and resources with students and volunteer

counsellors receiving appropriate orientation, training and fortnightly clinical supervision. Mentoring is also offered as part of the placement to provide general support and guidance.

Students on placement at Holyoake participate in co-facilitator group work and observation work and can provide individual counselling to clients where they have demonstrated competency in applying therapeutic interventions, and follow clinical processes including assessment, referral and documentation.

## DRUMBEAT Building Resilience through Rhythm

The Holyoake DRUMBEAT program is a world first in structured learning to connect individuals, families and communities as they Discover Relationships Using Music with Beliefs, Emotions, Attitudes and Thoughts - key to bringing them together.



With four prestigious awards to its profile, the DRUMBEAT therapeutic drumming program draws on the wisdom of ancient cultures where hand drumming was used to communicate, to bring people together using music, psychology and neurobiology

to reconnect with ourselves and others. Supported by independent research and evaluations, DRUMBEAT facilitates the social and emotional skills for healthy relationships and values through a process of reconnection with self and interconnection with others to promote social and behavioural change.

COVID 19 had a major impact on our DRUMBEAT program as all our training workshops across Australia had to be cancelled. DRUMBEAT Online was launched as suspending the Program temporarily was not an option.

Over 130 videos were produced with related training material for online program delivery proving very successful and enabling participants to complete the program from the convenience of their own digital devices.

It is estimated that over 4,500 are now trained DRUMBEAT facilitators with over 60,000 people having participated in the program globally, delivered online and in-person through DRUMBEAT training for individuals and organisations. These include schools, children's hospitals, youth services, mental health services, refugee trauma services, prisons, youth justice, child protection centres, veterans, aged care, disabilities with clear evidence of positive impact, increased confidence and self-esteem and a reduction in anti-social behaviours, aggression and absenteeism.

# Counsellor Spotlight

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## Counselling & Support Chelsea - WCADS

### What is your role at Holyoake?

I am an AOD Counsellor working mainly with individuals. I provide outreach services to Moora once a week and see clients from the Hospital there. I also work as an AOD Court Diversion Officer. I would also say that my role at Holyoake is being part of a collaborative and supportive team, I learn so much from each person I work with and we have a lot of fun.

### What is the favourite part of what you do?

My favourite part about Counselling is witnessing a person's unique healing journey. It is extremely inspiring and the biggest privilege. I also really like creatively planning and reflecting on the therapeutic space using music, songwriting, and drawing or painting.

### When was your proudest moment at Holyoake?

My proudest moment was probably being offered a full-time counselling position with the WCADS team a year ago. I have always been really interested in working within the Wheatbelt region, (I love the country and small towns in general!) I also feel proud of the team we have at WCADS, we really care about each other and the work that we do, and we intentionally facilitate spaces to connect, check-in and support each other.

### What key piece of advice would you give to someone who had concerns about alcohol and other drugs, or the mental health of themselves or their friends and family?

I would start by becoming curious about that persons current routines/habits and relationship with exercise/movement, food, sleep, sunshine/nature, hobbies, values, connection/community... and we could go from there. If it was a significant other asking about a family member/friend, the advice would be similar but I would potentially preface it with an exploration around personal boundaries and self-responsibility.

### What's your favourite band of all time?

Coldplay, BUT only their albums released between 2000-2008 (first four albums), I really don't dig much of what they've released this last decade sadly. But I will never ever tire of their earlier stuff!

## Counselling & Support Serene - Clinical Supervisor

### What is your role at Holyoake?

Clinical Supervisor in the Individual and Families team.

### What is the favourite part of what you do?

Too many. Providing a safe space for people to learn about themselves and witness their growth. The tears, laughter and stories that have been shared with me.

### When was your proudest moment at Holyoake?

Being appointed as Clinical Supervisor. I get to still do the therapeutic work I enjoy and support clinicians in their role at the same time.

### What key piece of advice would you give to someone who had concerns about alcohol and other drugs, or the mental health of themselves or their friends and family?

Give yourself permission to slow down and time to heal from challenges you have been dealt. Be gentle and patient with yourself. Healing takes time, and asking for help is a courageous step.

### What's your favourite band of all time?

Hahaha... Backstreet boys? Lol...

## **Diversion & Court-based services**

Aaron - NEMCADS Diversion Officer

### **What is your role at Holyoake?**

I am currently a Counsellor at Holyoake and have the Court Diversion Portfolio working full time out of the Midland Office. I have been with Holyoake for four years and have been doing the Diversion role for 20 months.

### **What is the favourite part of what you do?**

My favourite part of what I do is meeting so many new and unique individuals and presentations and providing support to empower clients to pursue life changes, and obtain the benefits they are seeking.

### **When was your proudest moment at Holyoake?**

I have been with an individual who was in court for significant violence charges, he was afforded an opportunity to remain in the community to address his treatment needs, I supported him through this process and was witness to his numerous court attendances and he obtained a lesser sentence and was able to move forward with his life, he has unfortunately had some significant challenges throughout the process and to encourage and assist his healing has been a significant privilege for me to be some small part of.

### **What key piece of advice would you give to someone who had concerns about alcohol and other drugs, or the mental health of themselves or their friends and family?**

There is no shame in asking for help, we all can be a little vulnerable at times. Sure it's great if we can address these things on our own but if we find it a little difficult or things have gotten a little bit out of hand, seek professional assistance. With a little guidance and support everyone has it within them to pursue change and become the person they most want to be and embrace the future they desire.

### **What's your favourite band of all time?**

Probably showing my age a little here but Metallica has always been my favourite band.

## **Justice services**

Liam - Justice Team

### **What is your role at Holyoake?**

Senior Counsellor in the Justice team, facilitating group programs and individual counselling for people in prison and on parole.

### **What is the favourite part of what you do?**

The collaborative spirit with colleagues and clients.

### **When was your proudest moment at Holyoake?**

"If you can meet with triumph and disaster and treat those two imposters just the same..."

### **What key piece of advice would you give to someone who had concerns about alcohol and other drugs, or the mental health of themselves or their friends and family?**

This is a tough question for a counsellor; I am more accustomed to asking questions and prompting reflection, than giving advice. I'd say some of the most useful conversations I've had with people have been about learning to accept discomfort instead of trying to avoid it, and then acting on values rather than feelings. That's something I've found beneficial for my own wellbeing, too.

### **What's your favourite band of all time?**

Technically might not be a band, but I love listening to The Gray Havens, which is a husband and wife folk-pop duo that pairs storytelling lyrics with understated musicality.

**“Witnessing a person’s unique healing journey is extremely inspiring and the biggest privilege.”**

# Client Recovery Stories

I remember lying on my prison bed thinking about the violent relationship I had been in, the physical and emotional abuse I endured and the effect it had on my children. I was scared, depressed and turned to drugs to escape my reality. I had started selling drugs to feed my own habit, arrested and sent to prison.

That was seven years ago. So much has changed since.

Prison changed my life thanks mainly to the counselling and support I received through Holyoake.

My counsellor helped me to believe that no matter how dark my past, there was always hope. I remember her telling me that it was never too late to change, to let change evolve, to develop a good relationship with myself, and to make time for family and friends.

Over time I learnt to recognise my triggers and to develop strategies to get me through the tough times. Each time I made progress, I grew more confident and felt encouraged to not give up. This is not easy and I continue to work on it.

I completed my parole a few months ago and am more confident now. I feel stronger to take on the many problems I still face and am grateful for the continued support from Holyoake.

I am sharing my story because I hope it will help others who may be in a similar situation. Holyoake taught me hope and to never give up, and I'm sure they can help you too.

# Client Recovery Stories

## A non-judgemental approach



On the surface, I was a highly functional adult and very successful. But when I got home, I was using dope and burying things I really needed to address. It took me a long time to realise I had a major problem. I heard about Holyoake but was hesitant.

Finally I gathered enough courage, met with a counsellor, and was determined to change my life.

I started with one-on-one sessions that were raw, honest, confronting and inspirational. The non-judgemental approach made me realise that dope was just the tip of the iceberg.

Thanks to gentle guidance and advice from my counsellor, I began to address the real issues. While at Holyoake, I also joined a really good Men's Group. All this eventually helped me give up dope completely - something I was starting to feel might be impossible.

That was eight years ago. I haven't touched it since and, more importantly, I haven't missed it. I reckon I avoided some major mental health issues down the line by stopping before it damaged my brain too much.

I will always be grateful to Holyoake.

## Building my confidence

After being married for seven years and bringing up five kids, I discovered that my husband had an affair. It led to the deepest depression of my life. I stayed in this abusive relationship and tried to make it work because I come from family with traditional values about marriage.

I turned to drugs to manage my depression, and lost my family house, car and all my friends. I went from being a respected mum to someone who could not be trusted.

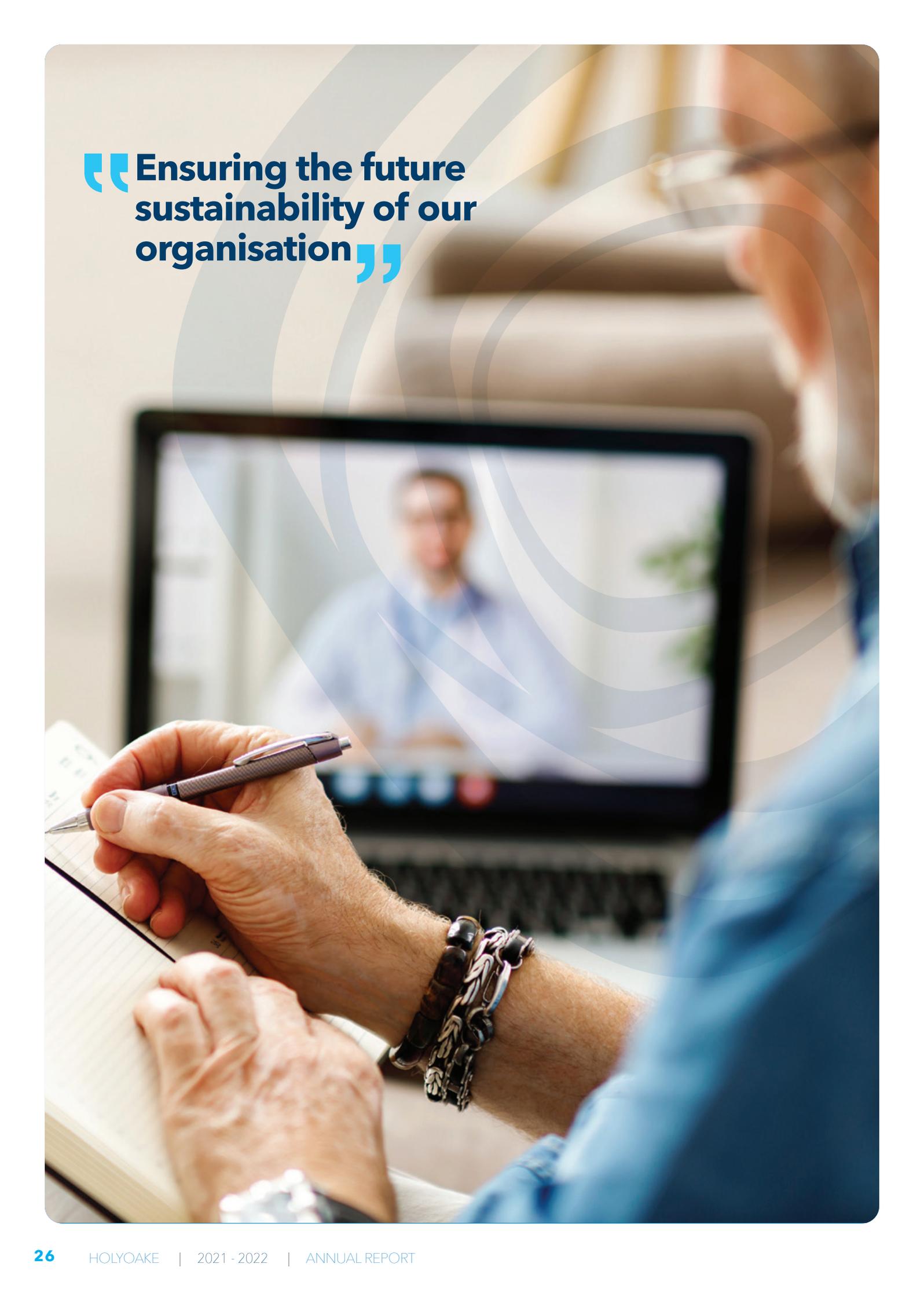
My ex-husband took all my children, and I was desperate to get them back. The court ordered me to get some counselling, and I contacted Holyoake. It was great because I could finally speak to someone who understood what I was going through.

Holyoake helped me not only with counselling, but also by linking me to other services. They helped me with the Department for Child Protection paperwork and requirements to get my kids back. I always felt recharged and confident after counselling.

The counsellor helped me see the good things I was achieving.

I finally set goals and achieved them, building my confidence. I have all my kids back now. I am working, have a house, and back in contact with my family, who are very supportive. I feel at peace and will not make the same mistakes or build my life on a man who can destroy it. I am looking after my kids and my own life and I am happy.





Ensuring the future sustainability of our organisation

# Systems to support our Work

During August 2021, work on the identification of a fit for purpose **Telehealth system** commenced, with funding assistance provided by Lotterywest.

The collation of functional and requirements for a Telehealth system was developed and, following a Tender process, **doxy.me** was selected as the right platform for Holyoake. Subsequently, in April 2022, doxy.me was made available to all Holyoake counsellors and support teams.

When the decision was made to reduce the number of in-person appointments due to the spread of COVID 19 in the WA community, doxy.me was used to deliver individual and group programs by the Holyoake counsellors, ensuring continuity of service to many consumers.

Since returning to in-person sessions, counsellors are continuing to provide video counselling via doxy.me to individuals and families when appropriate. Consumers and staff have reported that the platform is easy to use and provides flexibility when there are access issues that prevent consumers from attending the office.

Doxy.me is a simple and secure telehealth / telemedicine solution which hosts more than 1,040,000 healthcare providers worldwide (as of August 2021) in 150 countries who have collectively seen more than 90 million patients.

The software is compliant with the Health Insurance Portability and Accountability Act of

During May 2022, a total of 95 sessions were provided via doxy.me with ongoing analysis being undertaken to monitor telehealth usage.

Holyoake staff have been supported with training to use doxy.me and will continue to encourage consumers to engage in this modality for counselling in preference to the telephone.

## Client management systems

In the second half of 2021-22 reporting period, Holyoake implemented two new client management systems to replace the Service Information Management System (SIMS) which had been provided and maintained by the Mental Health Commission for over a decade.

Holyoake has made good progress in embedding Mastercare within NEMCADS and Pharos within Victoria Park and WCADS. The new systems have significantly reduced Holyoake's reliance on paper-based consumer records, and increased our capacity to extract and analyse data on demand.

1996 (HIPAA) standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge. The doxy.me solution works in-browser and requires no additional downloads from a consumer perspective, just a web link.

## Co-occurring Capability Review Tool (CCRT)

To assist in the identification and provision of care to people with co-occurring conditions, the CCRT is a key enabler in the delivery of the highest quality services to our clients through self-assessment and builds the organisational capacity.

Designed to assist specialist alcohol and other drug organisations, mental health organisations and other human service providers, the CCRT is deployed to review their capability to identify and provide care to people with co-occurring AOD and mental health conditions. Reviewed and adapted by WANADA in 2020 for Australian conditions, the CCRT replaces

the Dual Diagnosis Capability in Addiction Treatment (DDCAT) tool.

The CCRT comprises 27 criteria classified into six dimensions including screening, treatment, support, and provision of information and education. The self-assessment results in a score of 1 (lowest) to 5 (highest). In 2021, all Holyoake sites conducted self-assessments and achieved average scores of 4+ out of 5, a very positive result and reflective of the focus that the organisation has given to building its capability in this area over a sustained period.

# Quality and Continuous Improvement

In line with its Quality Management Framework, Holyoake adopts incremental changes to current business processes as part of its continuous improvement plan.

Input and feedback is welcomed from all stakeholder groups to ensure a higher quality of service and meet the needs of Holyoake's consumers. This includes the active encouragement of consumers and stakeholder feedback and suggestions for improvement to our processes, creating better outcomes for staff, the organisation and ultimately Holyoake's consumers.

Holyoake's commitment to building organisational capacity in the management of co-occurring AOD and mental health issues has been self-assessed annually over the past decade.

Holyoake's annual Consumer and Stakeholder Surveys during March to Mid April measure the quality of service and identifies issues and needs around service provision.

Results are analysed and presented as part of the annual business planning process to provide a voice for both consumers and stakeholders.

## Stakeholder Engagement 2022



agree  
**91%**

Holyoake referral process is **easy** and **straightforward**



agree  
**100%**

Holyoake staff are **competent** and **professional**



agree  
**94%**

I have a **good working relationship** with staff at Holyoake



agree  
**91%**

Holyoake provides **high quality services**

Trustworthy  
**Reliable**  
Professional  
Leader in our Sector  
Provides **quality services**  
Collaborative  
**Innovative**

# Consumer Engagement 2022

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This year, the Holyoake consumer surveys were conducted via Survey Monkey, although some consumer surveys were also conducted via hard copy to facilitate access.

Respondents were asked to rate Holyoake across five key performance areas based on recent experience.



 **feedback is  
welcomed from  
all stakeholder  
groups** 

# Equality, Diversity, Inclusion

Holyoake is committed to providing a workplace free from discrimination and harassment, and where individuals are treated with fairness, respect, equality and dignity.

Holyoake also recognises the need for an open and inclusive workplace culture where diversity is valued and the social and cultural backgrounds of all employees are respected. Holyoake is committed to developing a diverse workforce whilst applying the principles of equal opportunity and transparency to broaden knowledge, enhance service delivery and generate new ideas.

Equal employment opportunities for all employees and volunteers is documented and practiced in every aspect of our business:

- to recognise the value of diversity
- to provide a safe, respectful, and flexible work environment
- to attract and retain the best possible employees

The recruitment process at Holyoake is guided by principles and practices that are equitable and remain free from any form of favouritism, nepotism, or bias.

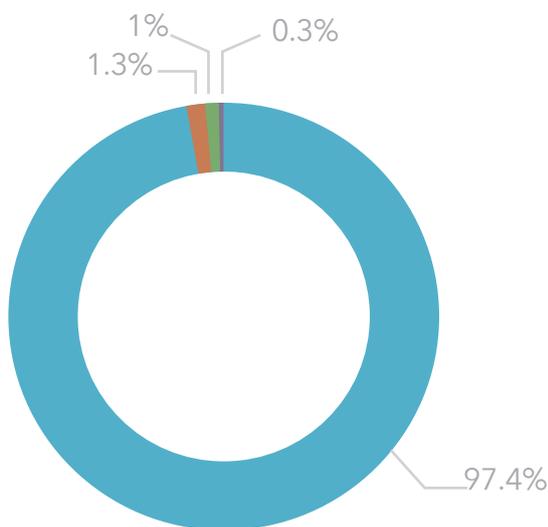
Our commitment to workplace diversity and the removal of barriers to employment includes Indigenous Australians, people with a disability, people from diverse cultural and linguistic backgrounds, mature age workers and lesbian, gay, bisexual, transgender and intersex people.

**Holyoake also recognises the need for an open and inclusive workplace**

# 2021/2022 Financial Performance Overview

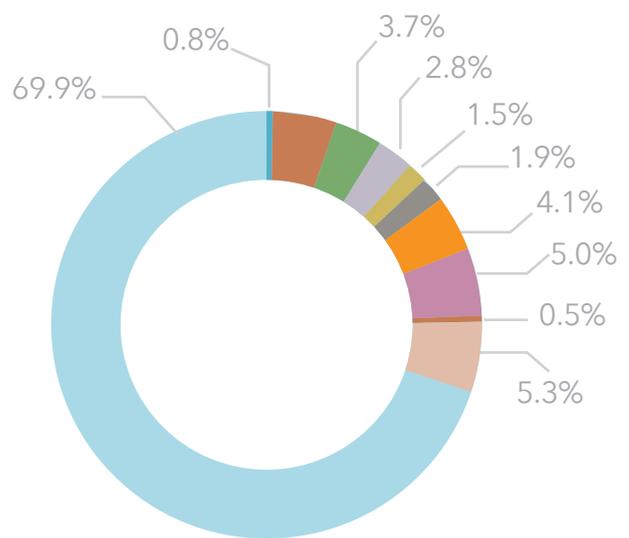
Holyoake recorded an annual revenue of \$10.1M. Operating expenditure for the financial year equated to \$8.5M. We budgeted for a surplus and exceeded our expectations through careful financial management and analysis. Holyoake continues to build on it's financial strength, ensuring it can operate sustainably into the future.

## INCOME



- Grants Received
- Bank Interest Revenue
- Fees Received
- Donations received

## EXPENSES



- Wages and Employment Expense
- Project Writedown
- Motor Vehicle Expenses
- Rent Expenses
- Consultancy Expenses
- Employment Support
- Non-employment Labour Expenses
- Events and Other Activities
- Office and Executive Expenses
- IT Development Costs
- Other Expenses

“Your contribution  
creates positive  
change in the lives  
of so many”



# Thank you

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Holyoake would like to acknowledge and thank the following organisations for their generous support. Your enormous contribution has created positive change in the lives of so many Western Australians.

## DONORS

We would like to say thank you to the many individuals and organisations who have made such generous donations to Holyoake this year, and every year, who wish to remain anonymous.

## MAJOR FUNDERS

Mental Health Commission, WA Primary Health Alliance (WAPHA), Department of Justice, Lotterywest, Healthway



Government of **Western Australia**  
Mental Health Commission



**WA Primary Health Alliance**  
Better health, together



Government of **Western Australia**  
Department of Justice



**“We wouldn't be here without you”**



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