




ANNUAL REPORT 2022/23



Holyoake is a leading non-government provider of alcohol and other drug and mental health support services in Western Australia. Offering a wide range of evidence-based programs, Holyoake enables lasting change for thousands of individuals, families and communities impacted by alcohol, other drugs and mental health concerns.

All programs have been designed with a holistic, non-judgemental approach and are provided in a safe and caring environment.

Our vision is to empower people to change their lives and make better futures possible.

Acknowledgement of Country

Ngaala kaaditj Noongar moort keyen kaadak nidja boodja.

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.

Our commitment to reconciliation is incorporated into the Holyoake branding and features *"The Journey"* by Melissa Spillman (Woods)

a Noongar Aboriginal Artist who operates under Maarakool Art. The story behind *"The Journey"* represents hard work and persistence of the journey through life. The campsites represent the many stories along the way. The background represents our culture and land. The lines and dots represent connections we make and stories we learn. The hands represent connection to country and a sense of belonging.



Contents

Our story	5
Vision, Purpose, Values	6
Chair's report	7
CEO's report	9
Our locations and reach	15
Community impact	16
Highlights	17
Services	20
Client recovery stories	27
Systems to support our work	29
Financial statement	33
Thank you	34

Our story

In the early seventies, problem drinking was generally treated as a disease; the advice was to “detox, sober up and pull your socks up” with limited support available.

John Keating was determined to find a better way.

While studying on a Churchill Fellowship in the USA, John learnt new ways to address problem drinking. His pioneering spirit laid the foundation for a holistic, non-judgemental approach to support people impacted by alcohol and other drugs, as well as their family and friends and, in partnership with Anita Day, Holyoake was established in 1975.

The name ‘Holyoake’ is derived from the site of an old timber settlement on the outskirts of Dwellingup in Western Australia, initially granted to John and Anita to build a residential facility for individuals and families affected by alcohol and drugs to support their journey. In lieu of a residential site in Dwellingup, a Holyoake City Centre office was established on Havelock Street, West Perth.

Their purpose was clear with a focus on the interaction between the person, counsellor, and evidence-based practice central to the approach. This is now known as the Holyoake Approach.

From the very outset, the Holyoake approach achieved excellent outcomes. This positive approach was welcomed by clients as well as the community sector. The very next year, Holyoake received the 1976 Jaycee Award for Better Communities. John then played a key role in setting up the WA Network of Alcohol and Drug Agencies (WANADA), assisted in the founding of Cyrenian House, and was elected President of the Alcohol and Drug Council of Australia.

Nearly five decades on, that bold vision has stood the test of time, with services expansion and subsequent community impact far surpassing



John and Anita’s expectations. Hundreds of thousands of people have experienced the benefits of Holyoake’s approach in a safe, confidential and caring environment.

Holyoake now operates from their headquarters in Victoria Park and manage the North East Metro Community Alcohol & Drug Service (NEMCADS) in Midland, and the Wheatbelt Community Alcohol & Drug Service (WCADS) in Northam, Narrogin, and Merredin. In addition to individual and group counselling services, Holyoake also employs a dedicated Prevention Team focusing on alcohol and other drugs prevention, suicide prevention and mental health and wellbeing in the Wheatbelt, as well as continuing to deliver the award-winning, evidence-based program, DRUMBEAT®.

In recent times the organisation has also developed a new five-year strategy that has re-committed its focus to AOD support whilst also expanding that focus into Mental Health services. With NSMHS accreditation achieved, Holyoake is well positioned to support the significant percentage of consumers that present with comorbidity cases linking AOD and Mental Health.

Outside of Western Australia, Holyoake also holds affiliate arrangements in New South Wales, Tasmania and the Northern Territory who offer Holyoake counselling programs under licence.

The organisation now employs over 100 people and will continue to use its strategic pillars of Excellence and Innovation, People and Sustainability to guide its operational decision making and charter its course for intentional and responsible growth.

Vision, Purpose, Values

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 concerns.

Our Values: Passion. Integrity. Courage. Innovation. Relationships.

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 and 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.

Chair's report

I am pleased to present the Chairpersons report for 2022/2023. Our vision to empower people to change their lives, making better futures possible has guided our actions and initiatives over the past twelve months. Our board of directors remain committed to upholding our organisational values and guiding its strategic direction.



During the year I was honoured to be appointed Chairperson. I take this opportunity to thank our previous Chairperson, Gary Steinepreis, who continues to serve on the board as a director.

During the year, the board of directors worked closely with the CEO and management in the development of our new 2022 – 2027 strategic plan and we look forward to continuing to provide guidance and oversight across our strategic pillars of Excellence & Innovation, People and Sustainability.

Within our strategic plan, a key area of focus was to support the CEO in the development of our growth and innovation strategy. We will spend the next two years focusing on building our brand reputation and creating growth opportunities that are sustainable, intentional and increase our impact in community. To support this the CEO will expand the Executive Leadership team in 2023 – 2024 with the addition of an Executive Manager Growth and Innovation who will lead this ambitious growth and innovation strategy.

Holyoake has been on the journey of reconciliation for almost a decade, and we are currently on our third RAP (stretch classification). As part of our journey, we proudly support an Aboriginal and Torres Strait Islander Voice to Parliament. Our voice to parliament statement is aligned to our values, vision and purpose. Holyoake respects that the Referendum vote is a personal choice for individuals, and we encourage Australians to be fully informed when casting their vote, we look forward to the outcome later in the year as we continue to work with our aboriginal communities.

Throughout 2022 – 2023 the board of directors embraced several opportunities to engage with staff and learn more about the incredible work they do and the positive impact we, as a collective, have across Western Australia. Our commitment to innovation ensures that our programs are relevant and evolving to our changing environment. We have been recognised on several occasions during the year for our achievements and the quality of our service. It has been a pleasure to be a part of many of these celebrations with the team. The board of directors are very proud of the people at Holyoake and their commitment to our vision, purpose and values.

“Our commitment to innovation ensures that our programs are relevant and evolving to our changing environment.”

“The board of directors are very proud of the people at Holyoake and their commitment to our vision, purpose and values.”

We have provided services to 4,500 people this year with our service delivery underpinned by the Holyoake Approach. We recognise that the interaction between the person, counsellor and evidence-based practice is central to our approach and continue to work within our five principles: person centred, acceptance and respect, self-responsibility, connection, and peer inspiration. I had the opportunity to participate in Holyoake Approach training during the year with a new cohort of staff and practical placement students – this experience has given me further insight as I continue, along with the board, to provide guidance and oversight of our strategic priorities and governance of the organisation.

In conclusion I want to express my gratitude to our dedicated team, supporters and the people we serve. Together we continue to make a positive impact in community. Thank you all for your continued support.

Hayley Lawrance
Chair



CEO's report

I am honoured to share with you our Annual Report for 2022/2023, a reflection on our incredible work and achievements over the past 12 months. As you read the report you will gain a deeper understanding of our work and impact on community.



We continue to be guided by our 2022 - 2027 Strategic Plan and have achieved significant success across the three strategic pillars of Excellence & Innovation, People and Sustainability.

One of our many successes this year has been the use of data to improve outcomes for our consumers. Through a combination of data and technology we can now access live data that manages service demand and drives performance and continuous service improvement resulting in better outcomes for consumers. During the year we engaged our consumers in a client mapping project that provided us with data and information that will see service development and improvement across all programs. We participated in a stakeholder engagement survey in collaboration with the Mental Health Commission, the results were a testament to the quality of our work, we excelled in all areas of the survey and exceeded the statewide average for experience of service.

We are committed to innovation at Holyoake and are acutely aware of our external and internal environments. We continuously seek to improve and create new ideas for service provision. For the first time this year we have peer support workers at all sites. The voice of lived experience is pivotal, and this diversity in our workforce has made a significant impact and brought new ideas and practices into our organisation. We have had several staff members trained in SMART group and there is a commitment to offer SMART at all our sites. During the year we had an opportunity for the East Metro Health YCATT service to collocate within our Victoria Park building, resulting in knowledge sharing for both organisations.

Our people are at the core of everything we do, the culture at Holyoake ensures that our staff feel supported, heard, and valued. We have spent the past 12 months further developing our culture and launched our learning and development framework giving all staff the opportunity to dedicate time in continuous learning and upskilling. We recognise that many of our clinical leadership team have been promoted from clinical roles. As such, we embarked on a 12-month leadership program that has allowed this team to grow and thrive. The feedback has been extremely positive, we will continue this leadership program in 23/24 and extend out the executive leadership team.

Our consumers commitment and willingness to choose positive change is outstanding. We understand the stigma and shame that unfortunately still exists towards individuals that partake in substance misuse and are grateful that they are willing to share their stories and allow us to be part of their journey. We continue to receive feedback that for the first time they feel heard and valued in a non-judgemental way, and that they can finally seek help from an organisation that gives them the tools and skills to put in action as they work towards their goals, leaving with a sense of empowerment.

"Our consumers commitment and willingness to choose positive change is outstanding."



We reported a surplus in the year which was achieved through careful financial management. We are now in the fortunate position of ensuring that our reserves and strong balance sheet position is maximised to allow future investment in our consumers and people. During the year we began a brand refresh project that will continue into 2023/2024. There are five phases within the project that will ultimately ensure our organisational purpose and services are well understood, that ease of engagement with consumers is improved and that our mental health services stream is highlighted alongside our alcohol and other drug services.

Although we have celebrated many successes, the past twelve months have brought many challenges. The complexity of our consumer and demand for services has increased significantly. The gap between funding indexation and expenditure indexation continues to be one of our most significant financial challenges. There is certainly advocacy going on in this space, we have seen a slight improvement on the prior year but recognise there is a lot more to be done. We have adapted and innovated to meet these challenges. This of course requires courage, resilience and innovation and our people continue to rise to the challenge as they are deeply connected to our vision, purpose, and values.

None of our achievements would be possible without the dedication of our consumers, staff, board directors, funders, partners, and donors. Your unwavering belief in our vision and purpose is the driving force behind our success and we look forward to the next twelve months working in partnership.

Lorraine Keane

Chief Executive Officer



Our Board



Hayley Lawrance

Chair

Hayley Lawrance's background is in commercial law, having gained over 20 years experience at home and abroad in professional advisory and corporate roles. She has developed a deep understanding of the practice and application of corporate governance both through her experience as a professional advisor, and as a company director over the last 15+ years. Hayley completed the company directors course with the Australian Institute of Company Directors in 2011 and is currently also a non-executive director of Global Lithium Resources. She has a deep interest in what goes on behind 'the corporate veil' to consider how team culture and conflict, individual well-being and performance affect organisational outcomes. She is a qualified mediator and is currently pursuing a Master's degree in counselling.



Gary Steinepreis

Director and Secretary

Gary Steinepreis holds a Bachelor of Commerce degree from the University of Western Australia and is a Chartered Accountant. He provides corporate, management and accounting advice to a number of companies involved in the resource, technology and manufacturing industries. Gary has held a number of Board positions at Holyoake including Treasurer of Holyoake from 1999 to 2021 and Chairman 2021 to 2022.



Ian Oldfield

Director

Ian Oldfield is a founding partner of Oldfield Knott Architects and since 1974 has built the practice into one of Western Australia's leading architectural firms. He is a long-time member of the Claremont Football Club where he served on the Board from 1981-1988 including 6 years as Vice President and is currently a vice patron of the club. Ian is also a foundation member of both the West Coast Eagles and Fremantle Dockers Football Clubs and an active playing member of the Cottesloe Golf Club. He is also a member of the Royal Freshwater Bay Yacht Club and Fremantle Sailing Club. He has been a Director of Holyoake since 2001.



Kevin Campbell

Director

Kevin Campbell was involved in the broadcasting industry in Australia for 35 years. From 1988 to 1991 he was Managing Director of the Seven Television Network and from 1991 to 1999 he was Chairman and Managing Director of Channel Seven Perth. Kevin pursues an active and varied community leadership role holding many honorary board positions including the chairmanship of the Telethon Institute of Child Health Research. He is a past Chairman of the Western Australian Academy of Performing Arts and a member of the Edith Cowan University Council. He was the inaugural patron and mentor for recruits at the Western Australian Police Academy and is a past Chairman of The Order of Australia Association (Western Australian Branch). Kevin was awarded a Member of the Order of Australia (AM) in 1998 for his contribution to broadcasting, business and his community service activities. He was appointed Chairman of Football West to lead Football in Western Australia through the Government initiated National Football Unification and was a past Government appointed Chairman of The Lotteries Commission of Western Australia between 2000 and 2004. Kevin has been a Director of Holyoake since June 2010.



Peta Gallaway

Director

Peta Gallaway is a Registered Nurse specialising in Mental Health. She brings to the Holyoake Board over 20 years of mental health nursing experience from a variety of public and private mental health and alcohol and other drug (AOD) services in WA and NSW. Peta is currently working as part of the Mental Health Executive at WA Country Health Service overseeing the provision of mental health and AOD services across regional, rural and remote Western Australia. She holds a Bachelor of Science (Nursing), a Graduate Certificate in Mental Health Nursing and a Masters of Health Services Management. Peta is also an Associate Fellow of the Australasian College of Health Service Management.



Deborah Morrow

Director

Deborah Morrow is a CEO and Managing Director with 25 years' global experience in leading major capital and large-scale projects complemented by several years in c-suite leadership roles across the resources industry. Her senior leadership experience includes strategy development, business transformation, organisational design and implementation of change, health, safety, wellbeing & environment, cultural design and enabling major people change. Deborah holds a Bachelor of Business from Edith Cowan University and is a graduate member of the Australian Institute of Company Directors (GAICD). Deborah feels privileged to support organisations that align with her skills, values, and passion.



Anthony Hewett

Director and Treasurer

Anthony Hewett brings to the Board of Holyoake over 20 years of experience in various general management, operations, compliance and risk, and governance roles across financial services. Anthony is currently a director of the Euroz Hartleys Foundation, a not-for-profit organisation established by Euroz Hartleys Limited in 2006 to support Western Australian charities. Anthony is a Chartered Secretary and holds a Master of Business Law from Curtin University and a Graduate Diploma in Applied Corporate Governance from the Governance Institute of Australia. He is a Fellow of the Chartered Governance Institute and a Fellow of the Governance Institute of Australia.

Executive Leadership



Lorraine Keane
Chief Executive Officer

Lorraine has many years of leadership experience that spans across the aged care, disabilities, arts & culture and health sectors. Her core capabilities include strategy, leadership, governance, organisational development, and finance. Lorraine is passionate about connection and has always been drawn to purpose led organisations. She is currently the CEO of Holyoake and a Non-Executive Director at WANADA and the Community Arts Network. She is a Certified Public Accountant, Graduate of the Australian Institute of Company Directors, and a graduate of the Leadership WA Signature program of 2021.



Mario Gallo
Executive Manager Services

Mario has over 30 years' experience in executive leadership positions in the community service industry including the AOD and disability sectors. Leveraging his extensive operational experience in both government and non-government sectors, Mario is committed to delivering community services that are targeted, responsive and integrated, to deliver the best outcomes for individuals, families and communities. He has a degree in Social Work and post graduate qualification in leadership.



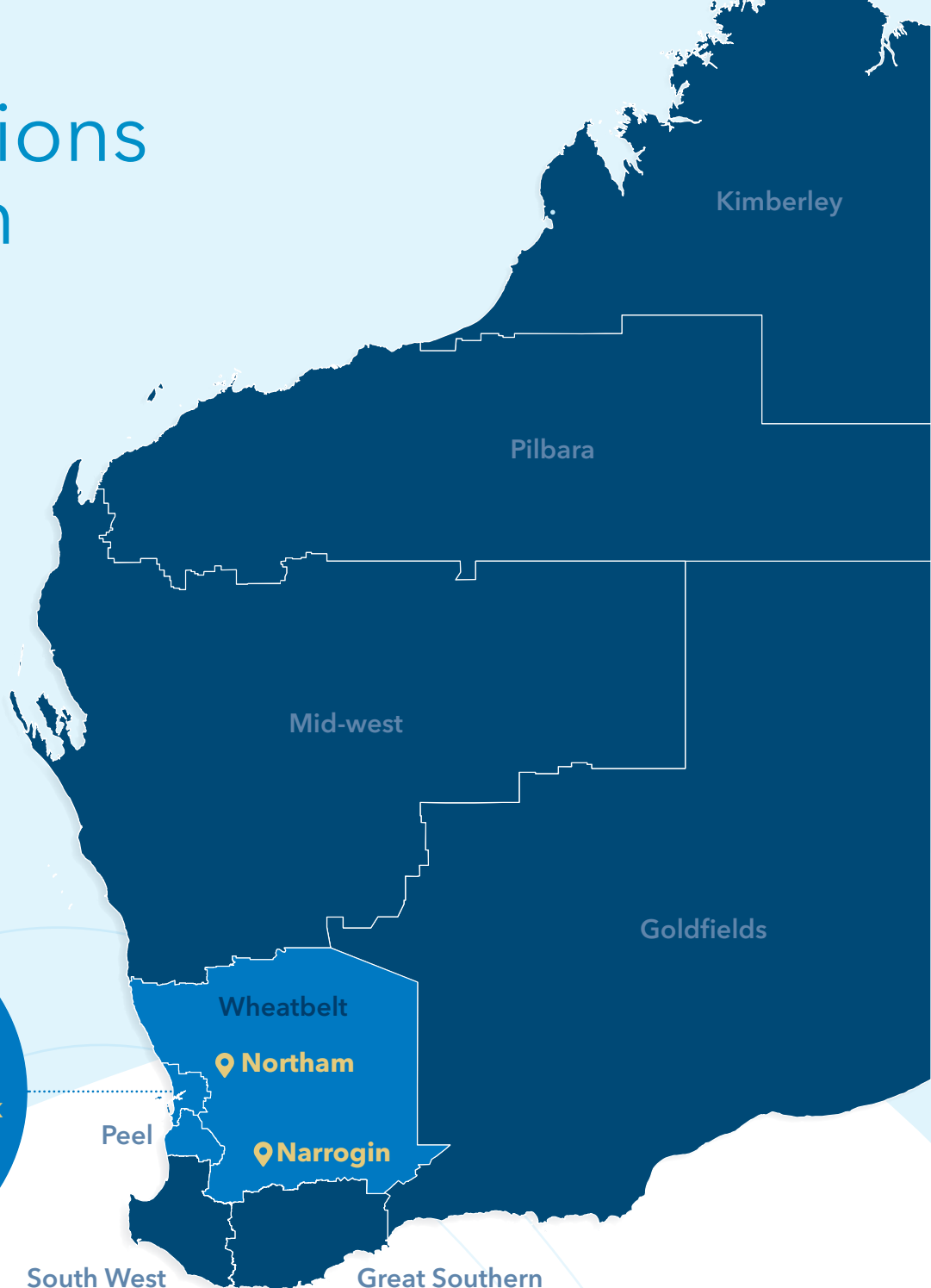
Peow Lim
Executive Manager Corporate Services

Peow is an accomplished executive with over two decades of experience across various business functions, including Finance, HR, ICT, and Asset Management. A seasoned professional, Peow has held a variety of roles, including Financial Controller, Chief Financial Officer, and General Manager throughout his career. His MBA from the University of Western Australia complements his extensive practical experience, making him a well-rounded leader. He is driven by a commitment to supporting the continuous success and growth of the organisation.

Our locations and reach

Location Key

- 📍 Offices
- Outreach Services



Holyoake continues to operate across the Perth Metro and Wheatbelt regions, supporting over 4,500 individuals, from our offices in Victoria Park, Midland, Northam, Narrogin and Merredin to provide place based and outreach services.

Our commitment to supporting the community was evidenced by our capacity to be seen and accessible with teams in South East Metro, North East Metro CADS, Wheatbelt CADs and our Prevention team visiting over 60 towns across the region. From Bruce Rock to Boddington, Dowerin to Dalwallinu, Moora to Mukinbudin, and Wundowie to Westonia, we continue to be committed to our community.

Community impact



OVER
4,500

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



18%

of consumers identified as Aboriginal.



12%

of consumers sought support in relation to a partner or family member.



15,432

occasions of service were delivered.



TOP 5 PRIMARY DRUGS OF CONCERN

Alcohol	42%
Amphetamine / Methamphetamine	32%
Cannabis	20%
Heroin	2%
Cocaine	1%



TOP 5 MENTAL HEALTH CONCERNS

Anxiety	23%
Depression	22%
Trauma/Stress	9%
Personality Disorder	5%
Schizophrenia	4%

CONSUMER REACH



0-12	3%
13-24	17%
25-39	41%
40-60	33%
Over 60	6%

60%
male

39%
female

0.5%
gender
diverse

Highlights

2022/2023 delivered many highlights across the organisation.

We commenced work to further enhance our capability to support people from the LGBTIQ+ community through the **establishment of our Diversity Working Group**, and membership to 'Pride in Health and Wellbeing'.

**JULY
2022**

We **proudly supported Mental Health Week** and the Turn Up In Blue Day event in Northam which saw over 800 Wheatbelt community members in attendance.

...

We launched our new five year strategic plan.

...

The Board elected Hayley Lawrance as the new Chair.

**OCTOBER
2022**

The Mental Health Commission awarded Holyoake a **significant new contract to deliver the AOD Community Prevention Service** across five regions - Southwest, Great Southern, Goldfields, Mid-West and Kimberley regions.

...

In partnership with the WA Country Health Service (WACHS), **we commenced the Active Recovery Program in the Wheatbelt** through the placement of Holyoake counsellors and peer workers within the Wheatbelt Mental Health Service.

**MARCH
2023**

**AUGUST
2022**

We **received formal endorsement** by Reconciliation Australia **of our new 'Stretch' Reconciliation Action Plan (RAP)**.

...

At the request of the Department of Communities, we entered into an agreement to provide support for individuals residing in the Shires of Narrogin, Cuballing and Wickepin who had been impacted by the February 2022 bushfires. This support was provided from August 2022 through to March 2023.

**FEBRUARY
2023**

The **SMART Recovery** group program at our Victoria Park office was launched.

...

Holyoake staff participated in a two-day **cultural immersion training** program delivered by Indigenous Consulting Australia.

...

In collaboration with the West Australian Football Commission, WA Country Football League and Healthway, we developed the innovative inaugural Country Football Wellbeing Program which was delivered into three Wheatbelt Football Leagues.



We were **awarded a grant from the WA Police Community Grants Program** to help address youth crime in Perth's north region. Our 'Common Ground' project will support a minimum of 8 families commencing in July 2023.

Our Wheatbelt focused **Yirra Koorl** wellbeing and prevention newsletter reached over 30,000 readers.

...

...

We also **welcomed the Youth Community Assessment and Treatment Team (YCATT)** to the Victoria Park office as tenants.

Our '**Within Your Wallet**' youth program provided more than 5,000 free entries to youth diversionary programs for young people in the Southern Wheatbelt.

**APRIL
2023**

**JUNE
2023**

**MAY
2023**

**JUNE
2023**

Our Narrogin based team **moved into newly refurbished premises** at 84 Federal Street in Narrogin.

...

We also **successfully partnered with the Patricia Giles Centre for Non-Violence** to deliver a capacity building project designed to increase the capability of their team to respond to AOD and mental health concerns.

We **placed 30 students** within our counselling and support programs for students pursuing counselling and mental health qualifications at Murdoch University, Edith Cowan University, Notre Dame and Marr Moorditj Training College.



Awards

We were also acknowledged for our work in both AOD and Suicide Prevention via the following awards:



Australian Health Promotion Association – Leadership in Health Promotion Award 2023

– Exceptional commitment and innovation in health promotion.

2022 Western Australian Club Industry Awards

– Winner Road Safety Category for *I Know What I'd Rather Be Doing – Don't Drink & Drive*.

Annual 'Turn up in Blue' (TUIB) event awarded a Community Citizen of the Year Award by the WA State Government on Australia Day 2023.



Injury Matters 2023 Outstanding Achievement in Collaboration for a Safer WA award – AOD Prevention – *Within Your Wallet* project.

Injury Matters 2023 Outstanding Achievement in Injury Prevention or Safety Promotion award – *Wheatbelt Suicide Prevention* project.

Collaboration and engagement

The Holyoake team presented at a variety of important conference, summit and forum events including:

- National Suicide Prevention Conference, Canberra
- Suicide Prevention Australia Think Tank, Perth
- 2023 WACOSS Conference, Perth
- 2023 Injury Matters Summit, Perth
- 2023 Meeting for Minds Forum, Fremantle
- 2023 WANADA Aboriginal Alcohol & Other Drug Worker Forum, Perth

Services

Holyoake provides Alcohol and Other Drugs (AOD) and Mental Health counselling and support services through three primary and two satellite locations:

Victoria Park – Specialist AOD and Mental Health Service – located at 75 Canning Highway, Victoria Park.


North East Metropolitan Community Alcohol and Drug Service (NEMCADS) – located at 4 Stafford Street, Midland.

Wheatbelt Community Alcohol and Drug Service (WCADS) – primary office located in Northam, and two satellite offices in Narrogin and Merredin.

Holyoake's unique family systems approach recognises the impact of AOD and Mental Health concerns on all family members, and our services reflect this understanding. We provide a range of family-sensitive and confidential interventions that respond to whichever family member/s seek help.

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 programs targeting different cohorts – men, women, partners, couples, parents, adolescents and young children.

Holyoake offers an extensive range of AOD, Mental Health and Prevention programs across the organisation, thus ensuring that anyone impacted by AOD and/or Mental Health concerns can access counselling and support services.



Holyoake's unique family systems approach recognises the impact of AOD and Mental Health concerns on all family members.



AOD and Mental Health Services

Counselling and group programs for adults

Holyoake provides individual counselling and group programs for adults with AOD use issues. Individual counselling is provided by trained counsellors, who also deliver a variety of group programs, depending on the office location. These services are provided through all Holyoake locations in Victoria Park, Midland and the Wheatbelt.

Counselling for young people

Holyoake provides individual counselling for adolescents presenting for their own AOD use. Whilst there is a specific program for young people called the 'Adolescent Program' at Victoria Park, our NEMCADS and WCADS teams also provide counselling for young people aged from 12 years.

Pharmacotherapy and home detox

As part of Holyoake's NEMCADS in Midland, Holyoake works in formal partnerships with Next Step Drug and Alcohol Services who provide pharmacotherapy services; and St John of God's Drug and Alcohol Withdrawal Network (DAWN) who provide home detox programs. Both services are co-located at Holyoake's NEMCADS site in Midland, delivering integrated counselling and medical services to the local community.

Active Recovery Team

In partnership with the East Metropolitan Health Service and the Mental Illness Fellowship of WA (MIFWA), the Perth Metropolitan Active Recovery Team (ART) operates at Royal Perth Hospital (City East), Bentley Hospital and Midland Adult Community Mental Health Service. This program is focussed on reducing hospital admissions for people who have previously experienced acute Mental Health issues and have been discharged from hospital emergency departments without adequate support. The ART program comprises psychiatric support through a Psychiatric Registrar, Clinical Nurse and Social Worker (provided via the mental health services), an AOD Counsellor and Support Worker (provided by Holyoake), and Peer Support Workers (provided by MIFWA).

Wheatbelt Active Recovery Team


With similar objectives to the ART program in the Perth metropolitan area, the Wheatbelt ART program is delivered in partnership with the WA Country Health Service (WACHS). A key difference is that this program responds to the unique needs of the Wheatbelt, specifically, to provide extended access to Mental Health and AOD support to weekends, as this is not currently available in the region. This new program was established in Northam in February 2023, through Holyoake's deployment of a counsellor and Peer Support Worker into the local mental health service. Plans are underway to extend this into Narrogin.

Aftercare coordinator (Suicide Prevention)

This service operates in the Wheatbelt and provides support and case management to people following a suicide attempt. Referrals are received primarily via emergency departments, GP's and the Wheatbelt Mental Health Service. This service is focussed on recovery and suicide prevention via connection to family and community, and through mobilisation of key resources needed to facilitate recovery.

Integrated support team

This program operates through Holyoake's Wheatbelt team in Northam, providing additional supports to consumers with complex and ongoing support needs through a Case Manager, Peer Support Worker, and access to a General Practitioner. The support provided through the program complements existing counselling services available through WCADS.



"We are committed to innovation at Holyoake and are acutely aware of our external and internal environments."

Justice Services

Counselling and group programs for adults in custodial facilities

In partnership with Cyrenian House, Holyoake delivers all AOD rehabilitation services at the following prisons – Bandyup, Boronia, Casuarina, Wooroloo, Karnet, Hakea and Acacia. Our programs include 'through-care counselling (pre and post release); the Pathways to Responsible Living Group Program (Criminal Conduct and Substance Abuse Treatment); Moral Reconnection Group Program; and the Methamphetamine Group Program. This program is funded by the Department of Justice who also manage the referral process. Holyoake staff for this program are based at our Victoria Park office.

Banksia Hill Program

Holyoake is also contracted by the Department of Justice to deliver AOD counselling and group programs for young people at Banksia Hill Detention Centre, and at Community Youth Justice Centres located at Welshpool, Mirrabooka, Cockburn and Mount Lawley. Holyoake staff for this program are also based at our Victoria Park office.

WA Diversion Program (WADP)

Holyoake is a provider of the WA Diversion Program through all three main office locations. The primary aim of the WADP is to divert offenders with AOD related concerns into counselling to address their use and related harm. The secondary aim is to break the cycle of offending. The WADP is managed by the Mental Health Commission with support from key stakeholders including the Department of Justice and the WA Police.

Cannabis Intervention Program

Holyoake provides counselling under the Cannabis Intervention Requirement (CIR) scheme which allows police officers to issue a CIR to persons in possession of up to 10 grams of cannabis and/or a used cannabis smoking implement. The CIR scheme includes juveniles 14 – 17 years of age. When issued a CIR by Police, the individual is required to contact the Cannabis Intervention Session Booking Service to book and attend a mandatory Cannabis Intervention Session (CIS) within 28 days. This program operates from all Holyoake locations.

Alcohol Interlock Scheme

Holyoake is also a provider of counselling services for the Alcohol Interlock Scheme which applies to people who have committed serious and/or repeat drink driving offences and have had an alcohol interlock device installed on their vehicle. Under this scheme, Holyoake is contracted by the Mental Health Commission to provide six counselling sessions when an interlock-restricted driver has breached their compliance obligations. This program also operates from all Holyoake locations.

Services for adults and children impacted by another's AOD use

Holyoake has delivered customised counselling and support programs over many years for adults, children and families who have been impacted by another person's AOD use. Whilst significant others can access counselling and support through any Holyoake office, our Victoria Park site offers specially designed programs that target specific needs, including:

Parent's Program

An intensive group program offered over 12 weeks that brings educational and therapeutic components into each session. A program manual is provided to participants as well as the opportunity to interact with their peers, who are experiencing similar concerns.

Relationships in Focus

Designed in the same way as the parents group program, this program is for the partners and relatives of adults with AOD use concerns.

Young People's Program

Holyoake's Young Peoples Program provides counselling and support for children and young people aged 5-17 years who have experienced disruption, trauma and other adverse impacts of living in a family impacted by problematic AOD use. Specialist support is provided by qualified counsellors including creative arts therapists.

Attachment Program

This program is designed for primary caregivers who have a history of problematic substance use to build their relationship and attachment with their young children (aged 0-12 years). The program is delivered by qualified creative arts therapists who work with the primary caregiver and their children, utilising a variety of therapeutic approaches including art therapy, play therapy and psycho-education, delivered in a family context.

Filial Program

Filial Therapy (or Child Parent Relationship Therapy) aims to enhance and strengthen the parent-child relationship through improved family interactions, problem solving strategies, increased feelings of familial affection and trust. Focussed on families impacted by AOD use, the program works exclusively with the child's caregiver so they can develop the skills and confidence to be the therapeutic agent in the support of their child and family.

Prevention services

Holyoake has a strong, proven track record in delivering evidence based AOD and Suicide Prevention services to communities in Western Australian over many years. In line with our strategic plan, we work to prevent or reduce AOD harm and improve the Mental Health and wellbeing of individuals, families and communities. Holyoake's prevention and promotion activities are focused on the following program and support delivery:

- AOD Prevention in the Wheatbelt
- Suicide Prevention in the Wheatbelt
- AOD Community Prevention in the Kimberley, Midwest, Goldfields, Great Southern and South West regions of WA (from July 2023).

AOD Prevention

Holyoake's **AOD Prevention Program** in the Wheatbelt is led by our AOD Prevention Coordinator who designs and implements strategies in collaboration with communities and stakeholders that are aligned with the Harm Minimisation Framework of supply reduction, demand reduction and harm reduction.

Many of the AOD Prevention Coordinator's prevention activities centre on working with local communities to address identified AOD-related concerns and follow established best practice frameworks for effective health promotion service delivery.

Suicide Prevention

Holyoake's **Suicide Prevention Program** comprises three key components: Prevention and Early Intervention; Postvention; and the Wheatbelt Suicide Prevention Project (WSPP).

The *Prevention/Early Intervention* component seeks to promote wellbeing and prevent the development of suicidal behaviour. Activities in this program focus on promoting wellbeing, reducing risk factors and enhancing protective factors at a community level. Through this program, Holyoake delivers the following key services throughout the Wheatbelt:

- Awareness raising via campaigns - Think Mental Health; Strong Spirit Strong Minds; RUOK Foundation; Act Belong Commit.
- Training and education programs - Gatekeeper Suicide Prevention Training; Mental Health First Aid for Adults supporting Adults; Mental Health First Aid for Adults supporting Youth; Aboriginal Mental Health First Aid; Mental Health First Aid for Older Adults; safeTALK; Applied Suicide Intervention Skills Training (ASIST); Trauma Informed Care and Practice; Rural Minds; Deadly Thinking; Staying SOLID with SAFE Yarning; Professional Self Care, and Workplace Wellbeing.

The **Postvention program** includes interventions which occur after a death by suicide and are aimed at providing support and assistance to those bereaved or affected (family, friends, professionals, peers, responders, community) to recover from trauma, cope with additional stressors, and to manage the experiences of loss and grief.


The third component is the **Wheatbelt Suicide Prevention Project (WSPP)**. This project facilitates the allocation of funding for suicide prevention activities. In 2022/23, WAPHA provided Holyoake with funding to deliver suicide prevention activity throughout the Wheatbelt across four pillars: Primary Care, Education and Training, Grants, and Community Champions. Holyoake is responsible for convening a WSPP Governance Committee which oversees activity and the allocation of funds.

AOD Community Prevention Service

In March 2023, the Mental Health commission awarded Holyoake a new Service Agreement to operate the **AOD Community Prevention Service** within WA. This new prevention program commences in July 2023 and will support local 'grassroots' community groups to undertake prevention activities to reduce the harm from alcohol and other drug use in the community.

For this process, Holyoake was required to nominate 5 regions where the new services will be provided - these are the Southwest, Great Southern, Goldfields, Mid-West and Kimberley regions. Key elements of our approach will include:

- The employment of a place-based Community Engagement Officer in each region.
- The establishment of up to 6 Community Response Committees in each region (30 in total).
- The provision of annual Grant funding for prevention activities.

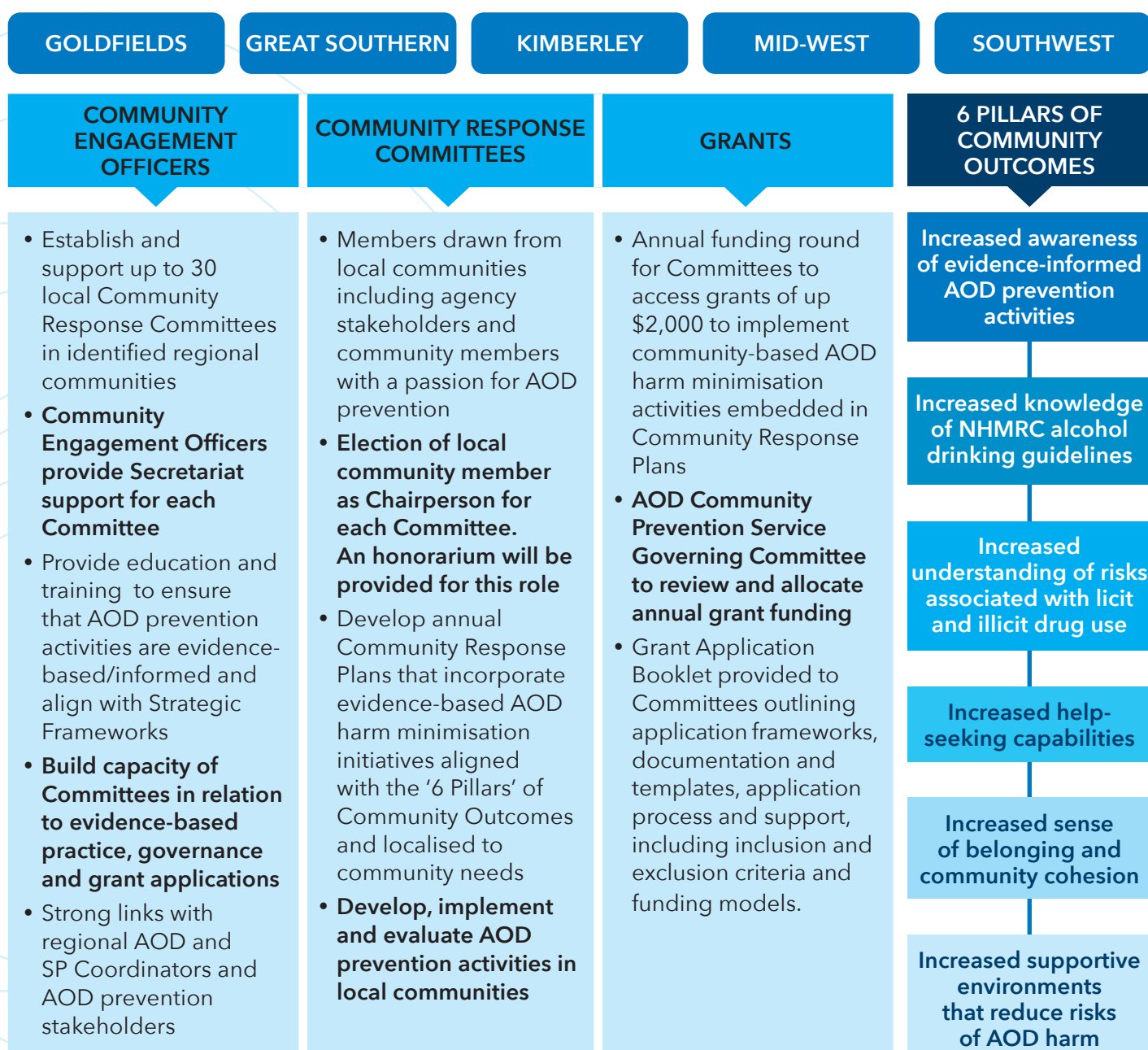


"We continuously seek to improve and create new ideas for service provision."

Community Engagement Officers with expertise in health promotion will drive the establishment of up to 30 local, grassroots Community Response Committees across the five regions. The location of these Committees will be determined based on a comprehensive regional needs assessment and

feedback from stakeholders and local community members. Holyoake will work alongside established service providers in the regions to delay the onset of AOD use, reduce the harms associated with AOD supply and use, and improve the health and wellbeing of individuals, families and community.

AOD Community Prevention Service Delivery Framework



DRUMBEAT

DRUMBEAT is a prevention program named by the acronym - Discovering Relationships Using Music, Beliefs, Emotions, Attitudes and Thoughts. It uses hand drumming as a tool to explore relationship issues central to healthy lives and healthy communities. It directly addresses factors associated with a range of health and educational outcomes. Holyoake also offers DRUMBEAT as an accredited training program for professionals in health, education and other sectors. After completing this training, facilitators can deliver the program to their own client groups.

DRUMBEAT is a powerful and effective program incorporating behavioural therapeutic principles and cognitive and dialectical elements. Accredited DRUMBEAT facilitators use the program in small groups across a variety of settings; to break down barriers to meaningful discussion; and to move individuals and teams forward in a positive way.

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.

To date, Holyoake has trained over 11,000 facilitators and the program is active in cities, regional centres and remote communities throughout Australia, and in several overseas locations.



Client recovery stories

Aftercare Coordinator

Peter is a 35 year old farm worker with a wife and two children. After an extended period of time dealing with an immense amount of stress related to cost of living and relationship issues, Peter attempted to take his own life. Following an involuntary hospital stay, Peter was briefly supported by the Wheatbelt Community Mental Health Service (WMHS) before being referred to the Holyoake's Wheatbelt Aftercare Coordinator Program (ACC).

The ACC clinician developed a safety plan with Peter to manage thoughts, feelings and triggers that may lead to further suicidal thoughts or behaviours. The ACC clinician also supported Peter to engage

with a General Practitioner to receive a prescription for medication to manage anxiety and stress. With Peter's consent, the ACC also provided support to Peter's family which included connecting his wife and children to local support services.

Six weeks later, Peter was able to return to some part-time work and shared that his relationship with his wife has improved a lot. He stated that he is now actually able to talk with his wife about things that are worrying him, and together they can look at solving problems together. Peter expressed a lot of gratitude for the ACC being able to also provide support to his wife and kids.

Justice Program

Billie first engaged with Holyoake whilst incarcerated at a women's prison. She participated in a voluntary six-week psychoeducation program on Methamphetamines, before engaging in a longer, intensive, program exploring both her substance use and criminal conduct. Program facilitators reflect on the Billie's eagerness to participate, learn, and develop personal insights. She consistently impressed facilitators with her dedication to self-improvement and willingness to bravely explore

vulnerable parts of self that had long been locked away. Billie endured the loss of family members and relationships throughout the program, however consistently returned to group each day, never giving up. Long after Billie's completion of the program, facilitators continue to share her wisdom with new group members. Her letters to her past- and future-self not only carry the wisdom of participants gone by, but words of hope for women commencing their journey of change.

After successfully completing this program and having made multiple gains in reducing her future risk of release and re-offending, Billie volunteered to complete further AOD intervention. Her participation in through-care counselling displayed high levels of motivation to re-integrate to the community safely and starting a new life. Billie consistently reiterated her positive experiences of counsellors, describing them as safe, accessible, and non-judgemental. Billie has since completed treatment with Holyoake and re-entered the community with confidence. She reflected that whilst her physical and mental health fluctuated throughout her time with Holyoake, her motivation to make positive change never wavered.





Afterhours and telehealth

Ben is a 42 year old man referred to Holyoake Wheatbelt by the Department of Justice.

Due to work commitments, and the fact that Ben lived remotely, he requested Afterhours counselling on a Thursday evening via Telehealth.

At the time of referral, Ben was living in a run-down house on his brother's property, together with his partner and 2 children Ben lost his previous rental due to financial hardship resulting from methamphetamine dependency.

Within his counselling sessions, Ben recalled being very bored as a teenager living in a remote area of the Wheatbelt. He initially used alcohol and cannabis as a teenager with his friends as something to do for fun. He also recalled being very disruptive at school and reported that smoking cannabis helped him to focus and to also reduce 'over-thinking stuff'. He later

found himself addicted to methamphetamine and getting into trouble with the law.

With his Holyoake counsellor, Ben was able to increase awareness around negative thinking patterns, using Cognitive Behavioural Therapy to develop skills in managing these thoughts. He was also able to develop skills for healthier communication with his partner and family. Ben stated that he looked forward to setting positive goals with his counsellor each week and felt very empowered when achieving these goals. He said it gave him so much hope for the future.

During treatment, Ben secured his own rental, and was able to rebuild trust with his family again. He stated that having his own rental had given him the chance to prove to himself that he could be a responsible partner and father again.

Systems to support our work

Your Experience of Service Community Managed Organisations (YES CMO) Survey

In 2022, the Mental Health Commission provided contracted organisations with the opportunity to participate in a pilot of the Your Experience of Service Community Managed Organisations (YES CMO) survey. The YES CMO survey is a nationally developed measure which asks consumers for feedback on their experiences of mental health and AOD services and was implemented during October – December 2022. The pilot took place over a 10-week period, from 10 October to 16 December 2022. The survey measures six domains: Making a Difference; Providing Information and Support; Valuing Individuality; Supporting Active Participation; Showing Respect; and Ensuring Safety and Fairness. Key results for Holyoake are summarised below.

Respondents reported:

- A positive experience of service, **92%** Holyoake vs 91% state
- They would be 'Likely' or 'Very Likely' to recommend the service to their family and friends – **100%** Holyoake vs 98% state
- A positive experience in relation to 'making a difference to their social and emotional wellbeing' – **73%** Holyoake vs 76% state
- A positive experience in relation to 'providing information and support' – **80%** Holyoake vs 79% state
- A positive experience in relation to 'valuing individuality' – **97%** Holyoake vs 94% state
- A positive experience in relation to 'supporting active participation in the service process' – **95%** Holyoake vs 93% state
- A positive experience in relation to 'showing respect' – **95%** Holyoake vs 95% state
- A positive experience in relation to 'provides individuals with a physically and emotionally safe environment' – **91%** Holyoake vs 93% state

Quality Management System

Holyoake has developed a comprehensive Quality Management System (QMS) to provide a framework for continually improving processes in all key areas of organisational activity. The QMS framework contains 15 modules that comprise policies, procedures, forms and support material in areas including Consumer Focus; Clinical Service Provision; Document Control; Records Management; Human Resources; Occupational Safety and Health; Risk Management; and Learning and Development. All policies and procedures are managed within the context of the QMS which provides a system of regular review and updating. The QMS is managed by the Quality Management Committee which is chaired by the CEO and attended by the Executive Managers for Services, Corporate Services, and Growth and Innovation. All policies and procedures are approved via this committee and are accessible by all staff via SharePoint.

The policies, procedures, processes and tools contained within Holyoake's QMS are aligned with the Performance Expectations of the National Standards for Mental Health Services 2010 (NSMHS) and the AOD Human Services Standard 2019 (AODHSS), both of which Holyoake is accredited under.

Quality Improvement Plan

As part of Holyoake's commitment to continuous quality improvement, all staff are encouraged to identify opportunities for improvement in all areas of operation. This includes staff encouraging consumers and stakeholders to provide feedback and identifying improvements to business processes to produce better outcomes for consumers, staff and the organisation. To manage the intake of ideas for improvement and ensure accountability for implementation, Holyoake has a Quality Improvement Plan for registering ideas, setting priorities and recording progress. The process involves regular review and prioritisation of ideas by the Executive Leadership Team, and a review of progress via the Quality Management Committee. Ideas or improvement are also gathered from a range of sources including audits, consumer surveys, critical incident reviews and general feedback.

Accreditation

Holyoake is accredited under the following AOD and Mental Health Standards, an outstanding achievement that reflects our commitment to delivering the highest quality in service provision to the WA community. These Standards are:

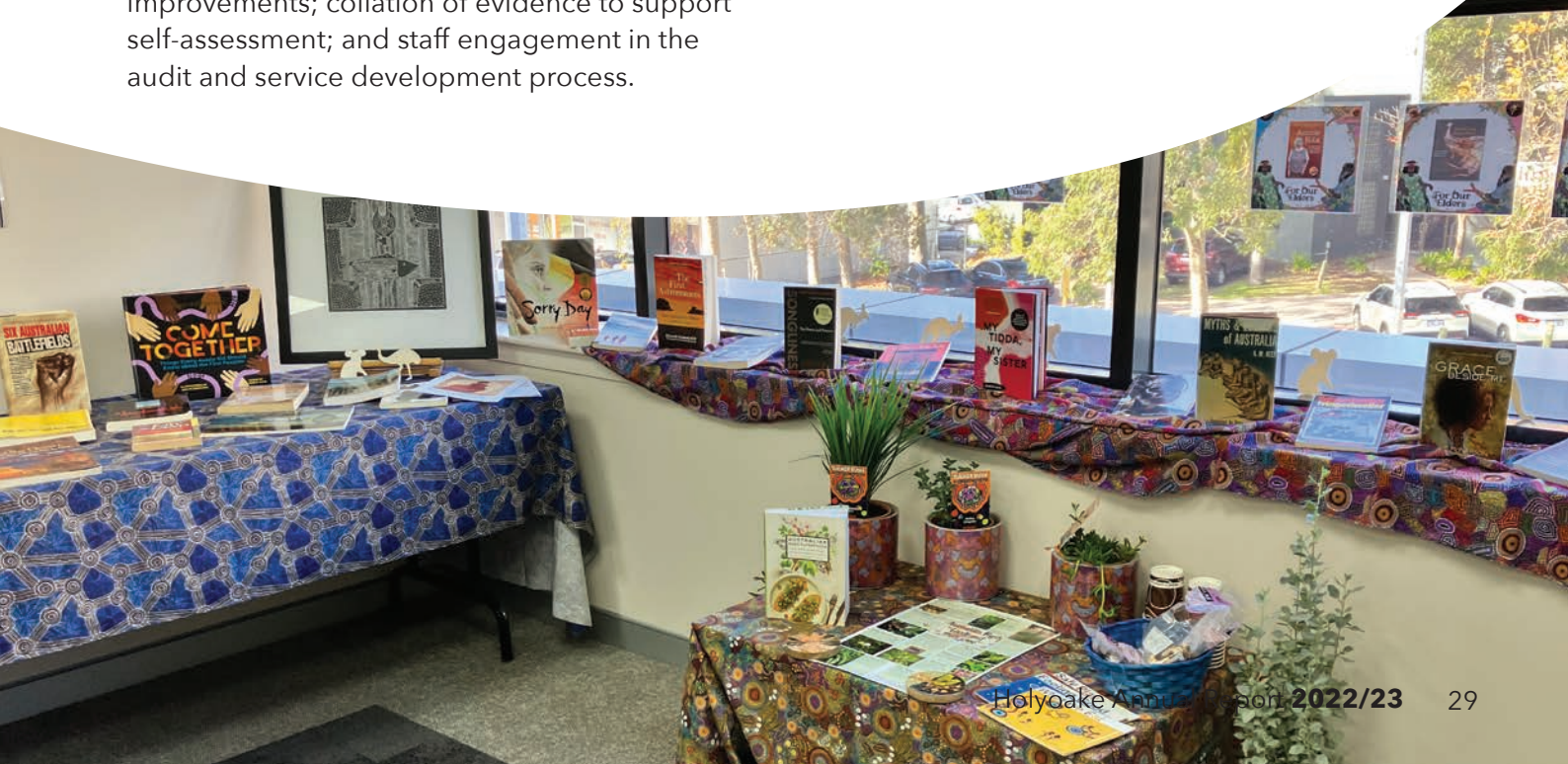
- AOD Human Services Standard 2019 (AODHSS) – In March 2022, Holyoake was accredited under the AODHSS by the Institute for Healthy Communities Australia. This was the first time Holyoake sought accreditation under this Standard, which replaced the AOD Standard on Culturally Secure Practice, under which Holyoake has been certified since 2014.
- National Standards for Mental Health Services 2010 (NSMHS) – Holyoake was accredited under the National Standards for Mental Health Services 2010 (NSMHS) by the Institute for Healthy Communities Australia in July 2022. Holyoake's decision to obtain accreditation under the NSMHS (in addition to the AODHSS) acknowledges our capability in this area as well as supporting our future strategic direction as a specialist provider of AOD and mental health services. Significant work was undertaken to prepare for this audit including a self-assessment against the Standard; development of a 2022/23 action plan to address identified gaps and improvements; collation of evidence to support self-assessment; and staff engagement in the audit and service development process.

Learning & Development Framework

Holyoake is committed to providing its workforce with professional growth by fostering a culture of continuous learning. As part of this commitment, in the 2022/23 fiscal year, Holyoake introduced its comprehensive Learning & Development Framework. This framework has been thoughtfully designed to address the diverse training and developmental needs of our teams with a specific focus on building workforce capability. To support this endeavour, Holyoake has curated an endorsed selection of training courses, detailed in the Holyoake Training Catalogue, tailored to provide team members with the skills and knowledge necessary for success.

Diversity, Equity and Inclusion

At Holyoake, we firmly believe in the significance of Diversity, Equity, and Inclusion (DEI). Our commitment to creating an environment where DEI is considered and celebrated extends not only to our dedicated workforce but also to the safe spaces we provide for our consumers.



A collaborative effort - the formation of the DEI Committee

A crucial development in our pursuit of DEI excellence was the establishment of a Diversity, Equity, and Inclusion Committee. Comprising employees from various locations of our organisation, this committee represents the diverse talents and perspectives that make up Holyoake. Its core focus is on developing a workplace where every individual's unique perspective is not only acknowledged but celebrated.

Celebrating uniqueness - our pledge to consumers

Our devotion to DEI extends beyond our internal processes; we aim to reference WAPHA's Cultural Competency Framework, including the needs and sensitivities of the LGBTIQ+ communities, as a guide to shape our own journey and strategy. This framework provides invaluable insights and principles for fostering cultural competency and equity, enabling us to better serve our diverse consumer base.



"Our commitment to Diversity, Equity, and Inclusion remains the focus of Holyoake's mission."

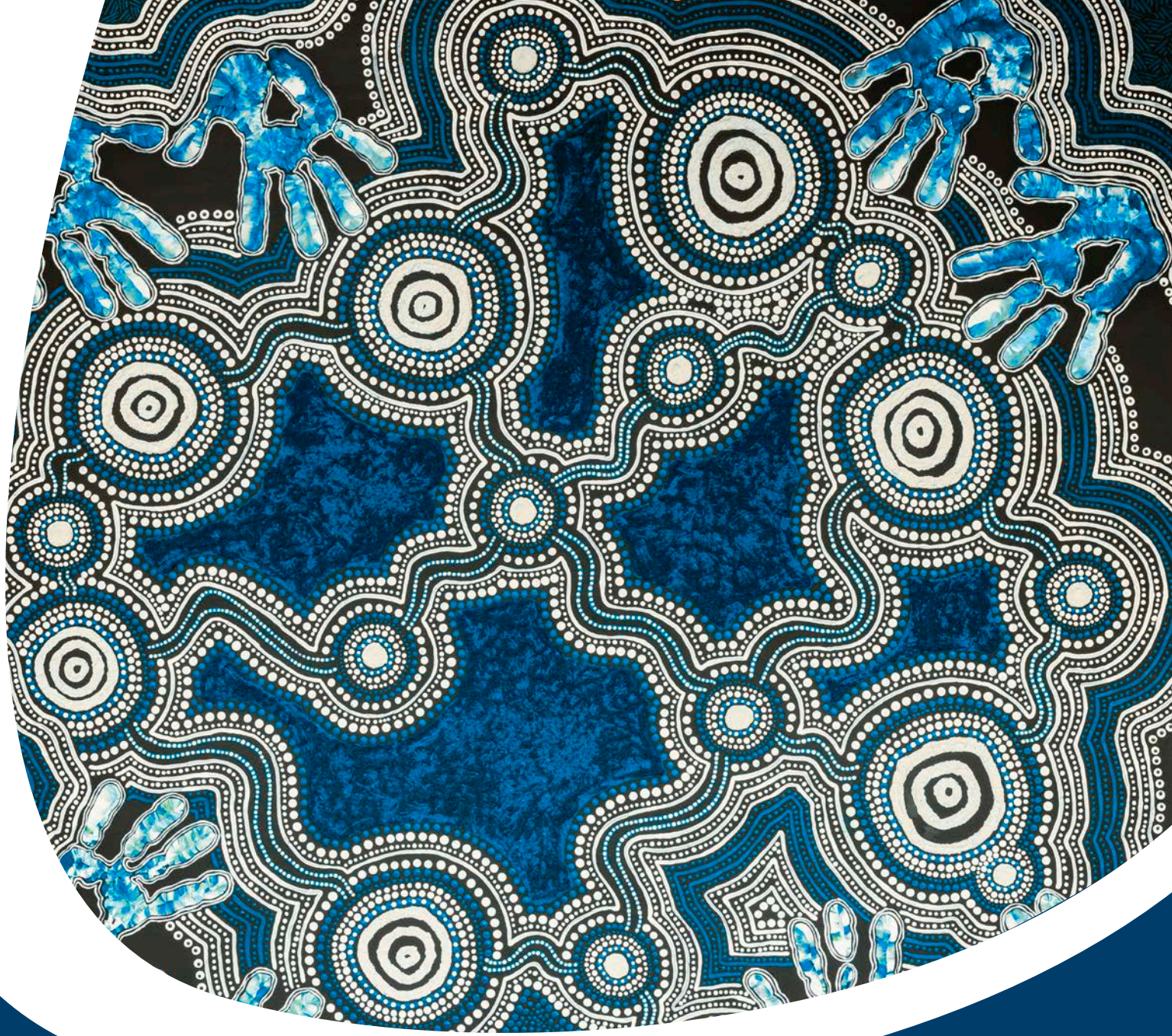
Promoting inclusion within CALD communities

In our journey towards fostering DEI, we have placed a strong emphasis on the inclusion of Culturally and Linguistically Diverse (CALD) communities. We recognise the importance of cultural competency and sensitivity when engaging with these communities. Our commitment to DEI extends to ensuring that our services cater not only to the unique backgrounds and preferences of the CALD community but also to their specific needs. We are dedicated to creating an environment where members of the CALD community feel welcomed, valued, and understood, reinforcing our pledge to provide the highest quality of care and support to all individuals we serve. Through our ongoing efforts, we aim to strengthen our engagements with the CALD community and further enhance their inclusion.

Weaving cultural competency into our fabric

We recognise the importance of cultural competency within our communities, including the LGBTIQ+ and CALD communities. We aspire to ensure that our services are not only inclusive but also culturally sensitive. Our engagement with these communities is guided by the principles of respect, understanding, and meaningful interaction. Through this, we aim to strengthen our ties with these communities and provide tailored support that respects their unique backgrounds and preferences.

Our commitment to Diversity, Equity, and Inclusion remains the focus of Holyoake's mission. Through collaborative efforts, dedication, and the guidance of frameworks like WAPHA's Cultural Competency Framework, we are dedicated to fostering a workplace and service environment where every voice is heard, every perspective is valued, and every individual is treated with respect and dignity. As we look to the future, we are excited about the transformative journey ahead, one that embraces the richness of diversity, promotes equity, and celebrates the inclusion of the communities we serve.



Commitment to reconciliation

Holyoake remains strongly committed to engaging with and listening to Aboriginal and Torres Strait Islander people to ensure that our services are welcoming, culturally sensitive and responsive to their needs. We are also committed to the process of Reconciliation, and in 2022/23, we commenced our third Reconciliation Action Plan (RAP).

Our RAP journey commenced in 2016, led by Holyoake's Executive Manager Services and a Committee comprising staff from all Holyoake sites, and several external representatives. Holyoake's initial 'Reflect' RAP established the foundations

for building respectful relationships and had a 12-month timeframe. Having completed the implementation of the Reflect RAP, Holyoake developed a second Reconciliation Action Plan, known as an "Innovate" RAP. This year marked the start of our third RAP (Stretch Category) which has a three-year timeframe through to June 2025. Holyoake's RAP Committee continues to oversee the implementation of our RAP strategy, supported by 'RAP Champions' at each of our locations who promote and foster engagement in RAP activities.



Cultural Advisor

In December 2022, Lindsay Dean, a Traditional Owner of the WКСN Region in Noongar Country, and Karijarri and Bard in the West Kimberley, joined Holyoake as our Cultural Advisor. Lindsay brings a deep respect, understanding, knowledge and promotion of Aboriginal Heritage, Culture and Spirituality. He also has extensive experience in working successfully and collaboratively within the Noongar community, the public, Government and non-Government organisations and wider Aboriginal community groups. As a cultural advisor, teacher and knowledge holder with a sound respect for his Elders, Country and cultural protocol, Lindsay supports our endeavour to engage with local communities to tailor our services to ensure relevancy and accessibility. Key activities include:

- Providing cultural training for Holyoake staff.
- Supporting staff in their work with Aboriginal clients through the provision of formal and informal cultural guidance.
- Supporting our engagement with Aboriginal Elders and Aboriginal agencies to build relationships and develop safe and secure referral pathways for Aboriginal people.
- Supporting the implementation of our Reconciliation Action Plan.

Voice to Parliament

In June 2023, Holyoake's Board announced its proud support of an Aboriginal and Torres Strait Islander Voice to Parliament.

Our vision at Holyoake is empowering people to change their lives, making better futures possible. Empowerment reflects choice, truth, and courage. Holyoake's vision and values are strongly aligned to the Uluru Statement of the Heart and Reconciliation. The Uluru statement makes clear the reason reform of the Constitution is needed:

"We seek constitutional reforms to empower our people and take a rightful place in our own country. When we have power over our destiny our children will flourish. They will walk in two worlds and their culture will be a gift to their country."

Holyoake respects that the Referendum vote is a personal choice for individuals and we encourage Australians to be fully informed when casting their vote, as we move forward together making positive and lasting changes for our Nation.

Collaboration

Holyoake recognises that outcomes for consumers can be significantly improved through the formulation of effective collaborative working relationships with other government and non-government organisations. The formulation of effective linkages facilitates the provision of integrated care for consumers so that they can receive appropriate support services, in accordance with their needs, over time, and across different levels of the health care system.

During 2022/23, Holyoake worked collaboratively with over 20 agencies through formal partnerships supported by a Memorandum of Understanding or Service Level Agreement. These formal arrangements were with our primary service delivery partners and do not include many other agencies we work with every day to support our consumers.

Our commitment is to deliver impactful and meaningful services to consumers seeking support and with that in mind, we are acutely aware of the role collaborative partnerships play in achieving this outcome. We believe through collaboration we will achieve the best results for our consumers.

We are proud of the partnerships we have formed and take this opportunity to thank our major partners – the Government of Western Australia, the Mental Health Commission, the WA Primary Health Alliance, the Department of Justice, Next Step Drug and Alcohol Services, Indigo Junction, the Mental Illness Fellowship of Western Australia, East Metropolitan Health Service, Healthway, the WA Country Health Service, St John of God Health Care, Lotterywest, Cyrenian House, Tenacious House, Youth Focus (headspace), and GP West.

It is these highly collaborative partnerships that will continue to enable Holyoake's work.



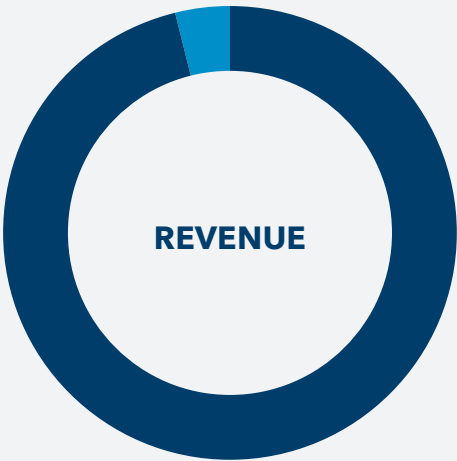
Financial statement

Holyoake had another successful year with a strong surplus. We achieved this result through careful management of our profit and loss and growth opportunities.

This financial performance not only underscores Holyoake’s steadfast commitment to sound financial management but also contributes to Holyoake’s long-term financial sustainability. This achievement reaffirms Holyoake’s capacity to continue its purpose and operations well into the future.



	\$	%
Operating Expenses	2,413,526	25.63
Employee Expenses	7,002,110	74.37
Total	9,415,636	100



	\$	%
Grants Income	10,254,118	96.16
Other Income	409,521	3.84
Total	10,663,639	100

Thank you

Holyoake takes this opportunity to acknowledge and thank its donors. Your enormous contribution has fostered positive change in the lives of so many West Australians.

Major Funders

We also sincerely thank our major funders for their trust and support as we continue to work to deliver meaningful impact.



Government of **Western Australia**
Mental Health Commission



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



Government of **Western Australia**
Department of **Justice**



Metro area

Victoria Park (Head office)

75 Canning Highway, Victoria Park, WA 6100

Phone: (08) 9416 4444

Email: clientservices@holyoake.org.au

Midland

4 Stafford Street, Midland, WA 6056

Phone: (08) 9274 7055

Email: NEMCADS@holyoake.org.au

Outreach services

We also offer outreach services in Ellenbrook, Mundaring and Kalamunda.

Wheatbelt

Northam

133 Fitzgerald Street, Northam, WA 6401

PO Box 375, Northam, WA 6401

Phone: (08) 9621 1055 | Freecall: 1800 447 172

Email: adminnortham@holyoake.org.au

Narrogin

80 Federal Street, Narrogin, WA 6312

Phone: (08) 9881 1999 | Freecall: 1800 447 172

Email: adminnortham@holyoake.org.au

Merredin

Kitchener Road, Merredin, WA 6415

Phone: (08) 9081 3396 | Freecall: 1800 447 172

Email: adminnortham@holyoake.org.au

Outreach services

We also offer outreach services across the Wheatbelt.