HOLYOAKE

Whenever you're ready.

Annual Report

2025/26



HOLYOAKE

Whenever you're ready.

At Holyoake, we give people impacted by alcohol, drugs and mental ill health the support, hope and confidence they need to live the life they choose. By having an open door. By listening. By offering free, personalised help for anyone who needs it. By being here whenever they're ready.

This was the founding principle for John Keating and Anita Day who established Holyoake in 1975, championing a new, non-judgemental, family-systems approach to supporting people, families and communities affected by alcohol and drugs.

The premise was simple but revolutionary: when we come together with care and without judgement – as individuals and peer groups, as families and communities, as specialists and practitioners – we empower people to achieve better, life-changing outcomes. And it works.

Today, this holistic, evidence-based approach – the Holyoake Approach – encompasses mental health support and is the foundation of the wide-ranging and constantly evolving support, recovery and prevention programs we deliver across WA. This includes:

- **One-on-one counselling and peer-group support.** For people of all ages living with alcohol, drug or mental health challenges and families and friends living with the impacts.
- **Community and prevention programs.** From community-based alcohol and other drug prevention and harm minimisation to mental health and suicide prevention.

Acknowledgement of Country

Ngaala kaaditj noongar moort keyen kaadak nidja boodja.

Holyoake acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands on which we live and work, and pay our respects to Elders past and present. We honour their enduring connection to land, waters, and community and acknowledge their continued leadership, knowledge and advocacy.

Our Commitment to Reconciliation

We are committed to our ongoing reconciliation journey, acknowledging the past and working towards a more inclusive future. We value, and are guided by, the contributions of Aboriginal and Torres Strait Islander staff, Cultural Advisors, community leaders, peak bodies and the people we support. We will continue to listen, learn and take meaningful action, and we hold ourselves accountable to doing better over time.

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Giving people the support, hope and confidence they need to **live the life they choose.**

holyoake.org.au

Our approach

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. Connection.

The Holyoake Approach



The Holyoake Approach is unique to us, and it guides the way in which we work.

The interaction between the person, clinician, support network and evidence-based practice is central to our approach.

We are accredited under the Alcohol and Other Drugs Human Services Standard (2019) and the National Safety and Quality Mental Health Standards for Community Managed Organisations (2022).

Our evidence-based practice

Therapeutic interventions

- Motivational interviewing
- Cognitive behaviour therapy
- Acceptance and commitment therapy
- Mindfulness
- Expressive therapies
- Narrative therapy
- Family systems therapy
- Solutions focused therapy

Ways of working

- Trauma informed care
- Culturally sensitive practice
- Integrated care
- Harm minimisation
- Prevention
- Carer recognition
- Diversity and inclusion
- Recovery oriented support

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 and 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 clinician, support network and the person.

Valuing lived experience: Lived Experience is embedded in all aspects of our operations. Our peer and support workers model hope and demonstrate that challenges can be overcome, while those with a lived experience are invaluable in co-design and service evaluation.

Chair and CEO report

As Holyoake marked 50 years of service to Western Australian communities, we reflect on a year defined by change, impact and purpose. While this milestone invited us to celebrate our history, it also provided an opportunity to acknowledge the people, partnerships and communities that continue to shape our future.

Since our establishment in 1975, Holyoake has walked alongside individuals, families and communities impacted by alcohol and other drugs, mental ill health and the intersectionality of life's complexities. The values that guided our founders remain as relevant today as they were five decades ago. Compassion, respect, connection and hope continue to underpin everything we do, while our commitment to evolving in response to community need remains stronger than ever.

This year, Holyoake continued to expand its reach and impact across metropolitan and regional Western Australia. We delivered 22,577 occasions of service and supported 9,909 individuals through our alcohol and other drug, mental health, prevention and justice programs – an outstanding 33% increase. These figures represent more than activity; they represent thousands of people who reached out for support, often during some of the most challenging periods of their lives and found a service ready to walk alongside them.

The increasing complexity of community need requires organisations such as Holyoake to be both responsive and innovative. Throughout 2025-2026, we strengthened and expanded existing services while introducing new approaches that make it easier for individuals and families to access timely, integrated support. This included redesigning our Intake and Screening model, implementing a new Business Rules Framework and transforming our incident management systems.

Prevention and early intervention remain central to our mission. Through initiatives such as the Community Wellbeing Program, Wheatbelt Suicide Prevention Service, AOD prevention programs and community education activities, Holyoake continued to strengthen local capacity and empower communities to respond to challenges before they escalate. We were proud to share this work nationally through multiple conference presentations, contributing to broader conversations about suicide prevention, community wellbeing and mental health promotion, as well as host the Minister for Health and Mental Health to discuss such focuses and commitment.

This year also saw Holyoake further strengthen its leadership within the sector. Our staff and leaders were recognised through appointments to key state peak bodies and advisory groups including the Western Australian Network of Alcohol and other Drug Agencies (WANADA), the Western Australian Association for Mental Health (WAAMH) and the Alcohol and Other Drugs Advisory Board (AODAB).



Throughout the year, our workforce continued to demonstrate extraordinary professionalism, compassion and resilience.

A particularly significant achievement during the year was the completion of Holyoake's *Stretch Reconciliation Action Plan (RAP) 2026-2029* which received full endorsement from Reconciliation Australia in June 2026. Developed through extensive consultation with Aboriginal and Torres Strait Islander employees, Cultural Advisors, community stakeholders and our RAP Committee, the plan sets a clear direction for our reconciliation journey. The establishment of the Ngalak employee group, the development of our Guiding Principles and the continued leadership of our Cultural Advisors have strengthened our commitment to cultural safety, partnership and self-determination.

None of these achievements would be possible without our people. Throughout the year, our workforce continued to demonstrate extraordinary professionalism, compassion and resilience. We strengthened our investment in workforce wellbeing, learning, development and psychological safety, while continuing to build a culture where people feel valued, connected and supported to do their best work. The outstanding results from our staff engagement survey reflect the strength of this culture and reinforce our belief that when our people thrive, our communities benefit.

We also extend our sincere gratitude to our Board, Executive Leadership Team, staff, students, funders, donors, partners and supporters. Your trust, commitment and shared belief in Holyoake's purpose enables us to create meaningful and lasting impact across Western Australia.

As we enter our next chapter, with a new three year strategic plan, we do so with optimism and confidence. The challenges facing our communities remain significant, but so too does our determination to meet them. Guided by a proud 50-year legacy and supported by an exceptional workforce and strong partnerships, Holyoake is well positioned to continue evolving, innovating and delivering life-changing support for generations to come.

Together, we honour the past, embrace the present and look forward to creating even greater impact in the years ahead.



Debbie Morrow
Chairperson



Ben Smith
CEO

Board leadership



Debbie Morrow
Chairperson

Debbie is a seasoned executive and board director with 30 years' experience in mining, oil and gas, and not-for-profit leadership. Her senior leadership experience includes major capital project delivery, strategy development, business transformation, organisational design and implementation of change, health, safety, wellbeing and environment, cultural design and enabling major people change. Debbie holds a Bachelor of Business from Edith Cowan University and is a graduate member of the Australian Institute of Company Directors (GAICD). Debbie feels privileged to support organisations that align with her skills, values, and passion.



Anthony Hewett
Treasurer

Anthony 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.



Peta Gallaway
Director

Peta 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.



David Sourbutts
Director

David is a successful entrepreneur, having founded Engenium, a project management and engineering business in 2003, leading it through its expansion and ultimate sale in 2021 to Stantec, a leading Canadian multi-national firm. With his second business endeavour, Harrier Human Capital (human resources specialist consultancy), David oversaw its growth as Australia's only private recruitment process outsourcing business to ASX listed companies, its successful navigation of the covid crisis, and eventual sale in 2022. He is an active member of Entrepreneur's Organisation, a global peer to peer network of entrepreneur and business founders, helping to foster, educate and grow the entrepreneurial spirit across the globe. He holds a Bachelor of Engineering (Civil Honours) and a Bachelor of Commerce from the University of Western Australia, is a Fellow of Leadership WA, a Fellow of AusIMM, a member of Engineers Australia and was recognised as one of WA's top 40 business entrepreneurs in 2013.



Kieran Hennelly
Director

Originally from the UK, Kieran has been working as the General Manager, Aeromedical for the Royal Flying Doctor Service in Western Australia since 2020. Previously, he worked for over a decade in the Kimberley region as a doctor specialising in aeromedical retrieval and primary health care, with an interest in Aboriginal health. He has been a clinician for over 30 years, graduating as a doctor from St Bartholomew's Hospital Medical School in London in 1992. He has worked as a doctor in remote and austere locations, including stints in Sub-Saharan Africa and as an expedition medicine doctor. He has gained experience in leadership and governance during his time with RFDS, including working for a time as Acting CEO. He graduated from the AICD Company Director's Course in 2022 and also holds a Degree in Psychology from the University of London. He has an interest in developing and leading high-performing leadership teams.



Joni Sercombe
Director

Joni is a social sector innovator who brings over 25 years experience in the for-purpose social sector and Government roles in WA and overseas. She brings skills leading R&D in emerging fields, partnership building and strategic foresight. Over the past 4 years she led Anglicare WA's ShiftLab innovation unit, with a portfolio of successful social design projects across WA. She is a current Director of Good Together WA, a studio for imagining better futures and bringing them to life. Her freelance advisory work spans social impact, Aboriginal-led development and regenerative agriculture. She is a social enterprise mentor for the WA Social Enterprise Social Impact Incubator. She holds Bachelor Degrees in Social Sciences and Arts, with post-graduate studies in Leadership and is an alumni of the Tower Human Capital C-Suite program.



Jessica Ilich
Director

Jessica is a lawyer, specialising in litigation and dispute resolution. She works as Legal Counsel Dispute Resolution at Telstra, following close to a decade's experience in private practice at top tier law firms. She holds a Bachelor of Laws, a Bachelor of Science (Anatomy and Human Biology), and a Graduate Certificate in Business. Jessica has extensive experience providing strategic and commercial legal advice to a range of clients and stakeholders, predominately in the areas of contract, consumer, and regulatory disputes, as well as privacy.



Joe Benger
Director

Joe is a business leader with more than 20 years' experience in the technology sector, working across small and medium enterprise, not-for-profit and for-purpose organisations. As a Chief Executive and Founder, Joe leads two Perth-based businesses delivering IT and specialist cyber security services. He is a trusted advisor at executive and board level on cyber risk, governance, and the responsible adoption of emerging technologies. Joe holds a Bachelor of Commerce from Curtin University, has undertaken executive study at Harvard University, and is a Member of the Australian Institute of Company Directors (MAICD), working towards graduate certification. Joe brings to Holyoake a combination of commercial acumen, an empowering leadership style and a genuine commitment to positive community outcomes.

Executive leadership



Ben Smith
Chief Executive Officer

Ben is a recognised business growth executive who has led some of Australia's fastest growing consumer goods brands including frank green, 2XU and Poppy Lissiman. Working across America, Europe, Asia and Australia in the private, public and not for profit sectors, he is passionate about unearthing new growth opportunities that deliver meaningful community impact and leading high performing teams. He holds several degrees including dux honours, is an alumnus of Leadership WA's Signature Program, a Business News 40under40 winner, and is an elected Board Director of the Western Australian Association for Mental Health (WAAMH).



Sherri McIntosh
Executive General Manager Services

Sherri is a dedicated leader with extensive experience in mental health services, committed to providing compassionate and effective support to individuals in need. She began her career at Altapointe Health Systems in America before relocating to Australia in 2016. Her strong commitment to operational excellence and strategic oversight has allowed her to make meaningful contributions towards achieving complex organisational goals. Sherri is deeply passionate about empowering individuals through quality support and is continuously seeking ways to enhance service delivery. She has successfully completed the Signature Leadership Program with Leadership WA and holds a Masters of Arts in Marriage and Family Therapy, along with a Bachelor of Science in Psychology with a minor in Biology.



Shani Jarvis

Executive General Manager People and Wellbeing

Shani is an experienced leader who is passionate about supporting and developing amazing people in community services. She has over 14 years' experience building high-performing workplace cultures in the not-for-profit sector, with experience gained in organisations in both WA and the Northern Territory. Shani takes a strengths based, person centred approach to her work and is proud to contribute to an organisation that empowers people to live the life they choose. She holds a Bachelor of Psychology, is currently completing an MBA, and is an accredited mediator under the National Mediator Accreditation System.



Ben Foster

Executive General Manager Finance and IT

Ben has been a Chartered Accountant for over 20 years and spent the last 12 years working in Aged and Community Care in both for profit and not-for profit organisations. Throughout his career he has prioritised giving operational managers the information and insights they need to best deliver services with the focus always on the outcome for the consumer. In addition to his CA, Ben holds a BSc (Chemistry) and an MBA and volunteers in his local community. He is inspired by Holyoake's long history and approach to providing support to those who need it whenever they're ready.

Cultural advisors



Casey Kickett
Cultural Advisor

Casey is a Noongar woman from Whadjuk, Yued, and Ballardong countries and is the co-owner and Director of Koorda's Crew, a 100% Aboriginal owned company that shares the joy of Noongar Country and culture through tours, workshops and cultural training and consultation.

Casey is currently studying an MBA and holds a Bachelor of Arts majoring in Communications, Media Studies and Indigenous Knowledges and Histories as well as a Graduate Certificate in Adult and Tertiary Education.

Casey provides cultural guidance and awareness for Holyoake staff, students and volunteers, actively participates on the RAP Committee, and assists to build positive connections between Holyoake and Aboriginal communities within the Perth metropolitan area and the wider state.





Uncle Len Yarran

Cultural Advisor

Uncle Len Yarran is a Noongar man from Northam, and a highly regarded community leader and educator, dedicated to promoting Aboriginal culture, education and Indigenous men's health. Married with four children and raised by two loving parents, Len has strong connections to Whadjuk Country on both sides of his family. He grew up in Perth's northern suburbs alongside his brother and three sisters and is now a respected and well-known figure within those communities.

In 2013, Len was a founding member of the Wadjuk Northside Aboriginal Community Group, establishing a vital resource centre in Balga focused on strengthening the wellbeing of the local Aboriginal community. His work has been underpinned by cultural leadership, advocacy and a deep commitment to community-led solutions.

Len's contribution to education and community development has been widely recognised, including being named WA Aboriginal and Islander Education Officer of the Year in 2015. This award acknowledged his significant impact as a teacher, mentor, and role model at Balga Senior High School, where he supported Aboriginal young people through culturally strong, strengths-based education.

As a Cultural Leader, Len is regularly invited to deliver Welcome to Country and conduct smoking ceremonies. He also shares his knowledge of Aboriginal history, heritage and education through initiatives such as the Mooro Cultural Tour at Lake Gwelup. Len considers it both a responsibility and privilege to pass on cultural knowledge through storytelling, education and ongoing community engagement.

Our locations and reach

In 2025–2026, Holyoake's operational footprint continued to extend beyond the Perth Metropolitan and Wheatbelt regions, with services also delivered across the Kimberley, Mid-West, Goldfields, Great Southern, and South West.

In the Perth Metropolitan area, support was offered through our offices in Victoria Park and Midland, as well as through comprehensive outreach services. In the Wheatbelt, our commitment was reflected in both rural outreach efforts and the support provided through our offices in Northam, Narrogin, and Merredin.

Our dedication to community support was clearly demonstrated by the visibility and accessibility of our teams. Holyoake's Wheatbelt CAD and Prevention teams visited over 60 towns across the region – ranging from Bruce Rock to Boddington, Dowerin to Dalwallinu, Moora to Mukinbudin, and Wundowie to Westonia – reinforcing our ongoing commitment to being present where we are needed most.





Kimberley
Pilbara
Mid West
Goldfields
Wheatbelt
Northam
Narrogin
Peel
South West
Great Southern
Perth Metro
Midland
Victoria Park
Location Key
Offices
Services

Community impact



Consumer reach by demographics

Male	**59.8%**
Female	**39.6%**
Gender Diverse	**0.6%**



Top five primary drugs of concern

Alcohol	**45.7%**
Amphetamine/Methamphetamine	**34.2%**
Cannabis/Cannabinoids	**16.8%**
Heroin	**1.8%**
Cocaine	**1.4%**



Consumer reach by age

Under 40 years old	**57.3%**
0-14	**2.3%**
15-24	**17.2%**
25-39	**38.3%**
40-60	**35.3%**
Over 60	**6.8%**
Not stated/unknown	**0.1%**



Top five mental health concerns

Anxiety & Stress-Related	**47%**
Depressive & Mood Disorders	**32%**
Neurodevelopmental & Behavioural	**10%**
Psychotic Disorders	**4%**
Personality & Complex Presentations	**4%**



22,577

unique occasions of service.



9,909

individuals received services across counselling, treatment and support, mental health and prevention programs.



10%

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

Highlights

2025/26 delivered many highlights across the organisation.

Accreditation

Holyoake achieved outstanding accreditation results, reinforcing its commitment to quality, safety and continuous improvement. Following audits by the Institute for Healthy Communities Australia, Holyoake was re-certified against the Alcohol and Other Drug Human Services Standard (AODHSS) and certified against the National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHSCMO), with no "not met" or "met with recommendation" outcomes recorded. The result affirmed Holyoake's strong focus on safe, person-centred and outcomes-driven support for individuals and families impacted by alcohol and other drugs and mental health challenges.

Business Rules Framework

Holyoake strengthened organisational consistency, quality and accountability through the delivery of a new Business Rules Framework.

Donesafe Incident Management System

Holyoake strengthened organisational safety and accountability through the implementation of the Donesafe Incident Management System.





Powerful Messages

Holyoake launched its latest consumer journey video series on suicide prevention, postvention and mental health through deeply personal stories designed to offer strength, understanding and reassurance to people navigating mental health and wellbeing recovery journeys.

Holyoake's Suicide Prevention Service reinforced a powerful message: seeking help is a sign of strength, and recovery is possible. Speaking openly about the work across mental health, wellbeing, suicide prevention and postvention, the video reflected on the role of storytelling in encouraging people to reach out for support. While sharing these experiences is often difficult, the stories provide an invaluable source of connection and hope for others facing mental health and suicide-related challenges.

YES CMO Survey Results

Holyoake continued to strengthen its commitment to high-quality, consumer-centred services through participation in the YES CMO survey. This nationally developed measure captured consumer feedback on experiences of mental health and alcohol and other drug services. In 2025-26, Holyoake achieved a 19.6% increase in participation compared with the previous year, recording its highest level of consumer participation across the past three reporting periods.

Intake Transformation

This year, Holyoake transformed its Intake, Screening and Duty model to make access to services clearer, faster and more coordinated across the organisation.



Photo courtesy of Business News. Photographer John Koh.

Awards and Accolades

Holyoake celebrated Chief Executive Officer **Ben Smith's** recognition at the Business News 40under40 Awards, where he received a 40under40 Award and the Community, Social Enterprise or Not for Profit Category Award, as well as being named a finalist in the First Amongst Equals category. The recognition highlighted Ben's leadership, commercial expertise and commitment to strengthening Holyoake's culture, services and long-term impact for individuals, families and communities across Western Australia.

Shaped by the insight, experience, and passion of our people

Holyoake acknowledged the resignation of Hayley Lawrance as Board Chair and welcomed incumbent Board member **Debbie Morrow** as Chair. Hayley had served on the Board since April 2022, leading with integrity and strategic vision during a period of significant change. Debbie brought more than 25 years of global board, executive and major project leadership experience, supporting strong governance as Holyoake entered its 50th year.

Holyoake also strengthened its Executive Leadership Team following the CEO appointment of Ben Smith in February 2025, welcoming **Shani Jarvis** as Executive General Manager People and Wellbeing and **Ben Foster** as Executive General Manager Finance and IT.

Sector Leadership

Holyoake strengthened its sector leadership through the appointment of **Sherri McIntosh**, Executive General Manager Services, to the Board of Directors of the Western Australian Network of Alcohol and Other Drug Agencies (WANADA) – the peak body for alcohol and other drug services in Western Australia. Meanwhile, **Hayley Diver** (pictured), General Manager Services and Development, was appointed to the Mental Health Commission's Alcohol and Other Drug Advisory Board (AODAB) – recognising her leadership and expertise across metropolitan and regional alcohol and other drug service delivery. **Ben Smith** completed his second year as a Board Director of the Western Australian Association for Mental Health (WAAMH) – the peak body for Mental Health in Western Australia. Together, these appointments demonstrated Holyoake's ongoing contribution to sector leadership, advocacy and system improvement, supporting stronger outcomes for people, families and communities across Western Australia.



Community Wellbeing Program

Holyoake expanded its prevention and early intervention work through the Community Wellbeing Program, funded through the Australian Government's Sheep Industry Transition Assistance Package, administered by the Department of Primary Industries and Regional Development, supporting agricultural communities affected by industry transition.

The program reinforces Holyoake's commitment to building local capacity and supporting sustainable wellbeing in regional communities.

50 years of Holyoake

During the year, Holyoake marked its 50th anniversary by reflecting on the people, stories and relationships that have shaped five decades of impact. Central to this reflection was the production of a video series featuring staff and consumers whose lives and work have been positively influenced by Holyoake.

The video series enabled staff to reflect on the purpose and values that continue to guide their work, while consumers shared personal experiences of support, recovery, connection and positive change. Together, the stories offered a powerful reminder of Holyoake's enduring role in walking alongside people, families and communities impacted by alcohol and other drugs, and mental ill health. It also enabled us to honour Holyoake's history in a deeply human way, centring the voices of those who had contributed to, delivered and experienced the organisation's work.

Following this reflective storytelling project, Holyoake brought together the sector, community partners and past and present staff with more than 100 guests attending the formal anniversary event at The Maali, Perth Zoo. The program opened with a Welcome to Country by Aunty Robyn Collard and her grandson Tryse, whose didgeridoo performance set a tone of connection, respect and reflection. Holyoake was honoured to welcome The Honourable Pierre Yang MLC, who delivered the Minister's Address, with Chair Debbie Morrow also reflecting on Holyoake's legacy, people and enduring purpose.





Guests viewed the 50th Anniversary video stories, followed by a workforce panel with Grace Trusso, Mark Lowery and Steve Papadopoulos. Facilitated by Fiona Cornelisse, the panel reflected on the values, group programs, lived experience and family-systems approach that continue to distinguish Holyoake's work.

A week later, Holyoake staff from across Western Australia gathered for the annual Appreciation Day to acknowledge the people whose work, care and commitment bring Holyoake's purpose and values to life. The event opened with a Welcome to Country from Uncle Len Yarran, grounding the day in respect for Country. This was followed by the Chair's Address from Debbie Morrow and the CEO Welcome from Ben Smith, each reflecting on Holyoake's 50-year milestone and recognising the professionalism, compassion and contribution of staff. Their reflections affirmed that Holyoake's strength lies not only in its programs, partnerships and achievements, but in the people who make its work possible.

> **"You are the heartbeat of this organisation. You turn numbers into stories You embody hope, respect, courage, and connection. And because of you, we continue to make better futures possible."**

The anniversary celebrations reinforced that Holyoake's story has always been grounded in connection, courage and community. While modest in tone, the events carried deep significance, offering space to honour the organisation's origins, recognise the people who have shaped its journey and celebrate the positive impact Holyoake continues to have across Western Australia.

Scan here to view our 50 year anniversay video

Our services

AOD and Mental Health Services

Holyoake provides integrated Alcohol and Other Drug (AOD) and Mental Health counselling and support services across metropolitan and regional Western Australia through three primary service locations and a satellite office.

South East Metro Alcohol and Other Drug Service (SEMS)

Specialist AOD / Mental Health Service.
Located at 75 Canning Highway, Victoria Park.

North East Metropolitan Community Alcohol and Drug Service (NEMCADS)

Specialist integrated AOD service delivering medical and counselling supports.
Located at 4 Stafford Street, Midland.

Wheatbelt Community Alcohol and Drug Service (WCADS) and Northam Medicare Mental Health Centre

Specialist integrated AOD and Mental Health service.
Primary office located at 133 Fitzgerald Street, Northam, and satellite office at 80 Federal Street, Narrogin.

Scan here to access our services webpage

Holyoake's unique family systems approach recognises that alcohol and other drug use, mental health challenges and wellbeing concerns impact not only individuals, but also families, relationships and communities.

Our services reflect this understanding, providing a broad range of confidential, free and accessible support options that are responsive to the diverse needs of consumers and their support networks.

In addition to direct service delivery, Holyoake works with government agencies, industry and community organisations to provide education, training and capacity-building initiatives across the Alcohol and Other Drug, Mental Health and Prevention sectors.

Counselling and Group Programs

Holyoake delivers responsive and evidence-informed counselling and group programs for individuals experiencing their own or another person's alcohol and other drug use, mental health concerns or related wellbeing challenges. Services are provided across our Victoria Park, Midland and Wheatbelt locations, ensuring support is available to both metropolitan and regional communities.

Our integrated service model recognises the connection between mental health, physical health, relationships, social circumstances and substance use. Through person-centred interventions, consumers are supported to identify their strengths, explore their goals and develop recovery plans that reflect their individual needs and circumstances.

Holyoake's approach encourages personal responsibility, strengthens connection within families and relationships, and supports people to focus their energy on the factors within their control while building resilience and wellbeing.



This commitment extends to a broad range of therapeutic and psychoeducational group programs. Group programs create opportunities for peer connection, shared learning and personal growth through evidence-informed content and facilitated discussion. Programs are available for men and women experiencing their own substance use, parents, partners and family members impacted by another person's substance use, as well as those seeking support to improve their mental health and wellbeing. SMART Recovery groups are also offered to support individuals in addressing problematic behaviours, managing challenges and achieving positive change.

Children's Programs

Holyoake's Children's Programs continue to play an important role in supporting children, young people and families affected by alcohol and other drug use. Delivered from Victoria Park and through outreach services, the programs are designed to strengthen family relationships, build resilience and support positive child development through evidence-informed therapeutic interventions.

Attachment Art and Play Program

The Attachment Art and Play Program supports caregivers and children aged 1.5 to 12 years through a structured, play-based approach that strengthens attachment relationships, promotes emotional regulation and encourages healthy family connections. The program is delivered at Holyoake's Victoria Park service and through outreach to Midland, schools and partner agencies, increasing accessibility for families across metropolitan communities.

Parent Strengthening Group

The Parent Strengthening Group supports caregivers to develop practical skills and strategies that strengthen parent-child relationships and promote positive family functioning. During the year, the program transitioned from a three-session format to a single full-day workshop model in response to participant and stakeholder feedback. This change has improved accessibility and engagement while maintaining the program's focus on parenting education, attachment and creative play-based approaches. The inclusion of a Peer Worker with lived experience continues to enhance participant engagement through the sharing of practical knowledge, support and encouragement.

Young People's Program

The Young People's Program provides specialised support for children and young people aged 3 to 18 years who are impacted by another person's alcohol or other drug use. Individual counselling and therapeutic play interventions assist children and young people to better understand their experiences, develop coping skills and build emotional wellbeing.

For adolescents aged 10 to 18 years who are experiencing their own alcohol or other drug use concerns, Holyoake provides tailored counselling support focused on early intervention, informed decision-making, harm minimisation and overall wellbeing.

All Children's Programs are delivered in accordance with the National Principles for Child Safe Organisations and are designed to provide safe, inclusive and supportive environments where children, young people and families can access assistance, build resilience and strengthen their capacity for positive change.

Active Recovery Teams

Holyoake partners with East Metropolitan Health Service and the Mental Illness Fellowship of Western Australia (MIFWA) to deliver Active Recovery Teams (ART) at Royal Perth Hospital, Bentley Hospital, Midland Community Mental Health Service and Northam.

The ART model provides intensive, multidisciplinary support to individuals experiencing co-occurring mental health and alcohol and other drug challenges. Through integrated clinical treatment, peer support and alcohol and other drug counselling, the program assists consumers to address complex needs, strengthen wellbeing and reduce avoidable hospital presentations.

Pharmacotherapy and Home-Based Withdrawal

With similar objectives to the ART program, Holyoake's partnership with Next Step, the North East Metropolitan Community Alcohol and Drug Service (NEMCADS), provides consumers with access to pharmacotherapy treatment for alcohol and opioid dependence, alongside a referral pathway to home-based withdrawal support delivered by St John of God Health Care's Drug and Alcohol Withdrawal Network (DAWN).

Both services are co-located at Holyoake's Midland service, enabling consumers to access integrated medical, counselling and support services that promote continuity of care and improved treatment outcomes.

RISE (Response, Intervention, Support, Empower)

The RISE Program provides early alcohol and other drug intervention and support for individuals impacted by family and domestic violence (FDV). During 2025–26, referral pathways continued to evolve through strengthened partnerships with the metropolitan Family and Domestic Violence Response Teams (FDVRTs). Through this collaborative model, individuals impacted by the intersection of alcohol and other drug use and family and domestic violence are identified and connected with timely support and intervention services.

Holyoake counsellors deliver brief interventions, facilitate referrals to ongoing support services and work closely with partner agencies to address the broader psychosocial impacts of family and domestic violence. This includes referrals to Holyoake programs and a range of external community services to support longer-term recovery, safety and wellbeing.

Wheatbelt Active Recovery Team

The Wheatbelt Active Recovery Team operates in partnership with WA Country Health Service (WACHS) and delivers coordinated support for individuals experiencing complex mental health and alcohol and other drug concerns across regional communities.

Holyoake counsellors and Peer Support Workers work collaboratively alongside Wheatbelt Mental Health Service clinicians to provide integrated care, including support for individuals presenting to hospital services. This partnership enhances continuity of care and supports consumers to access the services and resources required to achieve their recovery goals.

Integrated Support Team

The Integrated Support Team, delivered through Holyoake's Wheatbelt services, provides additional support for consumers with complex and ongoing needs through a multidisciplinary approach involving case management, peer support and access to general practitioner services.

Working alongside existing counselling services, the program provides practical assistance, care coordination and recovery-focused support to help consumers navigate challenges, strengthen wellbeing and maintain engagement with treatment and community supports.



Northam Medicare Mental Health Service

The Northam Medicare Mental Health Centre (NMMHC) is a satellite service providing accessible, short-medium term mental health support for individuals experiencing mental health challenges across the Wheatbelt region. Operating from Holyoake's Northam office, the service offers evidence-informed psychological support, counselling and clinical interventions tailored to individual needs, with a focus on early intervention, recovery and timely access to care.

A key strength of the service is its integration with Holyoake's Alcohol and Other Drug (AOD) services, enabling consumers to access coordinated support for co-occurring mental health and substance use concerns. This collaborative approach brings together mental health clinicians, AOD counsellors and peer workers to ensure consumers receive holistic, person-centred care that recognises the interconnected nature of mental health, wellbeing and substance use.

Working alongside Holyoake's broader service system, the NMMHC supports individuals to access the right care at the right time while strengthening pathways between mental health, alcohol and other drug, peer support and community-based services. Through an integrated model of care, consumers are supported to improve wellbeing, build resilience and achieve their recovery goals.

Aftercare Coordination

This service operates across the Wheatbelt region and provides outreach support and case management to people following a suicide attempt. Referrals are received from emergency departments, GPs and the Wheatbelt Mental Health Service.

The service is recovery-oriented and focused on suicide prevention, supporting individuals to reconnect with family, community, and other sources of wellbeing. Through coordinated care and the mobilisation of key supports and resources, the service assists people on their recovery journey and helps strengthen protective factors that promote long-term wellbeing.



Prevention Services

Holyoake has a long-standing history of delivering evidence-informed alcohol and other drug (AOD), mental health and suicide prevention initiatives across Western Australia. Through community engagement, health promotion, education and capacity-building activities, our prevention services work to strengthen wellbeing, reduce risk factors and support healthier, more resilient communities.

Our prevention activities are delivered through the following service pillars:

AOD Prevention in the Wheatbelt

Led by our AOD Prevention Coordinator, this program supports communities across the Wheatbelt to address alcohol and other drug-related harms through evidence-based prevention and health promotion approaches. Activities are guided by the National Drug Strategy's harm minimisation framework, encompassing demand reduction, harm reduction and supply reduction strategies.

Working collaboratively with local stakeholders, community groups and service providers, the program responds to identified community needs through education, capacity-building initiatives, community engagement activities and workforce development opportunities. The program also coordinates the Volatile Substance Use Incident Reporting Program across the region.

Suicide Prevention in the Wheatbelt

Led by our Suicide Prevention Coordinator and Suicide Prevention Project Officer, this program supports the development, implementation and evaluation of community-based suicide prevention, mental health promotion and postvention initiatives across the Wheatbelt.

The program is structured around three key areas: prevention, early intervention and postvention. Prevention and early intervention activities focus on promoting mental wellbeing, strengthening protective factors, increasing mental health literacy and building community capacity to recognise and respond to individuals experiencing distress. This is achieved through community awareness campaigns, education initiatives, workforce development activities and the delivery of evidence-based training programs.

Postvention activities provide support to individuals, families, communities and professionals impacted by suicide, helping people navigate grief, loss and recovery while fostering community healing and resilience.

AOD Community Prevention Services

Holyoake also delivers AOD Community Prevention Services across the Kimberley, Mid West, Goldfields, South West and Great Southern regions of Western Australia.

Led by the Team Leader – AOD Community Prevention, and supported by regionally based Community Engagement Officers, the service works alongside communities to prevent or delay the uptake of alcohol and other drugs and reduce associated harms. Using evidence-informed prevention strategies, the service supports local communities to identify priorities, build capacity and implement sustainable responses to alcohol and other drug-related issues.

A key component of the program is the establishment and support of Community Response Committees. These locally driven groups bring together community members, service providers and other stakeholders to develop and implement Community Response Plans tailored to local needs. Through collaboration, community leadership and a focus on prevention, the program strengthens communities' ability to address complex AOD challenges and promote long-term wellbeing.



Justice Services

Counselling and Group Programs for Adults in Custodial Facilities

Funded by the Department of Justice and delivered in partnership with Cyrenian House, Holyoake continues to provide Alcohol and Other Drug (AOD) rehabilitation services across a number of Western Australian custodial facilities. These services include the Pathways to Responsible Living and Moral Reconation Therapy programs, which are delivered at Bandyup, Boronia, Casuarina, Wooroloo, Karnet, Hakea and Acacia prisons.

Holyoake also delivers Through-Care Counselling as part of the Allied Drug and Alcohol Programs and Treatment (ADAPT) service. Through-Care Counselling supports individuals to maintain continuity of care before and after their release from custody, strengthening engagement in treatment and supporting successful community reintegration.

During the reporting period, the Department of Justice concluded funding for the Methamphetamine Program, a psychoeducational group program previously offered to incarcerated methamphetamine users. Resources from this program have been redirected to enhance the delivery of individual Through-Care Counselling, increasing access to personalised support for people transitioning from custody to the community.

This ongoing investment in rehabilitation and continuity of care reflects a shared commitment to reducing alcohol and other drug-related harm, supporting recovery, and improving outcomes for people involved in the justice system.

Youth Justice Services

Holyoake provides specialised AOD counselling and support to young people involved in the justice system through Community Youth Justice Centres across metropolitan Perth, including Cockburn, Rockingham, Mirrabooka, Clarkson, Mount Lawley and Welshpool, as well as Banksia Hill Detention Centre and Unit 18 at Casuarina Prison.

During 2025–26, Holyoake further expanded its Youth Justice service delivery through participation in the Court Assessment and Treatment Service, supporting young people engaged with the Children's Court Drug Court and INROADS programs. These initiatives provide opportunities for diversion and early intervention, supporting young people to address alcohol and other drug concerns before they become more deeply involved in the justice system.

Through individual counselling, Holyoake supports young people to strengthen emotional regulation, improve family relationships, develop relapse prevention strategies, and build the knowledge, awareness and skills required to make safer and healthier choices. A strong focus on harm minimisation is embedded across service delivery, with education and evidence-informed interventions helping young people to better understand the impacts of alcohol and other drug use, reduce associated harms, and make informed decisions that support their wellbeing.

Collaboration with Justice staff, families and community agencies remains central to achieving positive outcomes for young people and their support networks.

WA Diversion Program

Funded by the Department of Justice and Western Australia Police and managed by the Mental Health Commission, the WA Diversion Program provides counselling and support to individuals with alcohol and other drug-related concerns who have had limited previous contact with the criminal justice system.

The program aims to divert eligible individuals away from the justice system and into treatment and support services, providing early intervention to address substance use concerns and reduce the likelihood of further offending.

Cannabis and Other Drug Intervention Requirements

Holyoake delivers Cannabis Intervention Sessions and Other Drug Intervention Requirements across all service locations. These programs provide an alternative to criminal justice responses for individuals found in possession of small quantities of prohibited drugs for personal use.

By participating in counselling and educational interventions, individuals are supported to better understand the impacts of substance use, reduce associated harms and make informed decisions about future alcohol and other drug use.

Alcohol Interlock Scheme

Holyoake is contracted by the Mental Health Commission to deliver counselling through the Alcohol Interlock Scheme. The program supports individuals convicted of serious or repeat drink-driving offences whose vehicles have been fitted with an alcohol interlock device.

Counselling focuses on supporting behavioural change, increasing awareness of the relationship between alcohol use and driving, and assisting participants to maintain compliance with program requirements. The AIS program is delivered across all Holyoake service locations.

Scan here to access information on referrals to Holyoake

New Services Innovation

> Community Wellbeing Program

During 2025-2026, Holyoake expanded its prevention initiatives through the Community Wellbeing Program, delivering mental health literacy, suicide prevention and early intervention training across five regions of Western Australia.

Funded through the Australian Government's Sheep Industry Transition Assistance Package and administered by the Department of Primary Industries and Regional Development (DPIRD), the program was designed to strengthen community wellbeing and build local capacity in agricultural communities affected by industry transition.

Working collaboratively with agricultural, health, government and community stakeholders, Holyoake delivered AgriBalance+, Accidental Counsellor and Mental Health First Aid training. These training programs equipped participants with the practical skills and confidence to recognise distress, engage in supportive conversations and connect people with appropriate help.

Delivered within accessible and non-judgemental learning environments, the training encourages help-seeking, reduced stigma and strengthens local capability to respond to mental health and wellbeing concerns within agricultural and regional communities.

Participant feedback has demonstrated strong outcomes, with participants reporting increased mental health knowledge, greater confidence supporting someone experiencing distress and improved understanding of how to maintain their own wellbeing. Feedback has also highlighted increased confidence to recognise signs of distress, have supportive conversations and connect people with appropriate support services.

The program reflects Holyoake's ongoing commitment to prevention, early intervention and community capacity building, supporting regional communities to develop sustainable and locally responsive approaches to mental health and wellbeing.



Feedback highlighted increased confidence to recognise signs of distress, have supportive conversations and connect people with appropriate support services.

Recovery stories

During the year, Holyoake produced a series of short documentary-style videos featuring people with lived and living experience, alongside community champions who supported wellbeing, recovery, connection and help-seeking.



Participant-led storytelling

The participant-led stories of Tracey and Naomi-Jo highlighted the power of storytelling to inspire hope, recovery and connection. Their reflections encourage others to seek support and reinforce that recovery is possible.



A safe and supported process

Recognising that sharing a personal story can be deeply personal, Holyoake placed participant choice, safety and comfort at the centre of the process. Tracey and Naomi-Jo were supported throughout, with choice and control over how they were involved and how their stories were shared. The videos were launched during WA Mental Health Week, providing a timely opportunity to promote help-seeking, reduce stigma and share messages of hope with the broader community.



Learn more about Tracey and Naomi-Jo's stories – powerful messages of healing, resilience and strength.



Systems to support our work

Intake Transformation

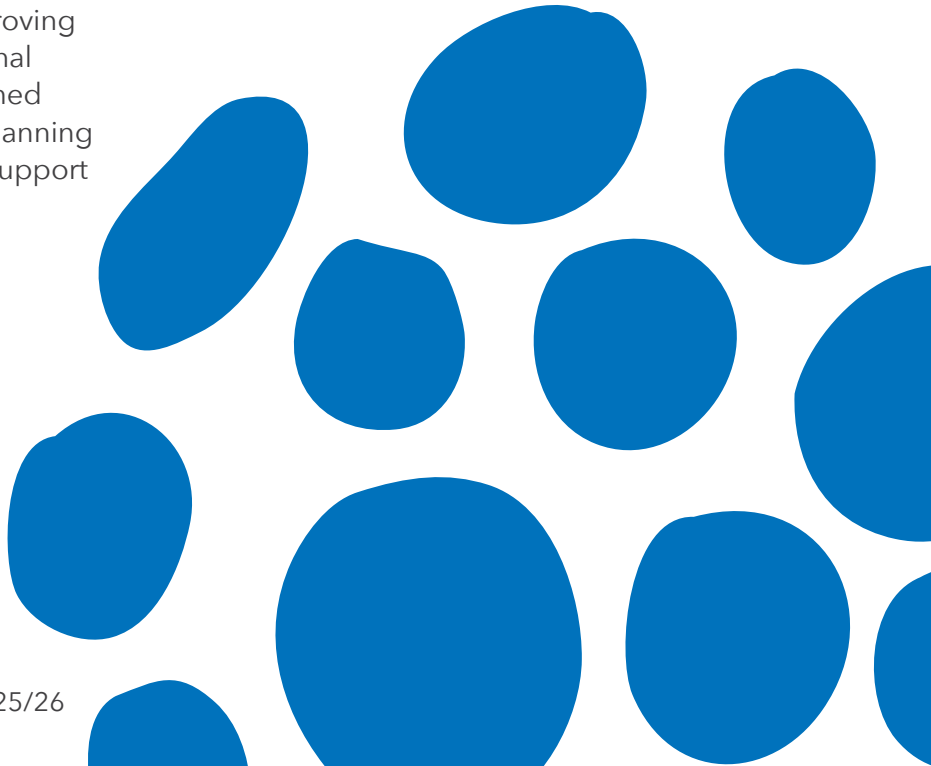
This year, Holyoake redesigned its Intake, Screening and Duty model to improve how people access services across the organisation. The new approach introduced clearer pathways into services, streamlined processes and improved coordination across programs, helping to reduce delays in the intake process and support more timely access to care.
By redesigning workflows and strengthening supporting systems, Holyoake has improved service matching, reduced administrative burden and enhanced the overall experience for consumers, referrers and staff. The initiative provides a strong foundation for future growth while ensuring a more efficient and person-centred approach to service delivery.

Business Rules

Following extensive consultation across the organisation, Holyoake delivered a comprehensive Business Rules Framework to strengthen consistency, quality and accountability. The framework provides greater clarity and consistency in how services are delivered, recorded and reported across programs and funding streams. By improving the quality and reliability of organisational information, the project supports informed decision-making, strengthens service planning and provides a scalable foundation to support future growth and innovation.

Donesafe Incident Management System

Holyoake strengthened its approach to organisational safety through the implementation of the Donesafe Incident Management System. The organisation-wide platform has transformed the way incidents, hazards and near misses are reported, reviewed and monitored, providing greater visibility of risk across services. By introducing a consistent and transparent approach to incident management, Holyoake has improved its ability to identify emerging issues, respond appropriately and use insights to inform continuous improvement. The initiative reinforces Holyoake's commitment to safety, quality and accountability, supporting better outcomes for consumers, staff, volunteers and visitors.



YES CMO Survey Results

To support our commitment to delivering high-quality, consumer-centred services, Holyoake participated in the YES CMO survey, a nationally developed measure that gathers feedback from consumers about their experiences of mental health and alcohol and other drug (AOD) services. During January and February 2026, consumers were invited to share their experiences of accessing services across Holyoake programs and locations.

A total of 299 surveys were completed across Holyoake services, representing a 19.6% increase in participation from the previous year and the highest level of consumer participation achieved in the past three reporting periods.

The survey collects feedback across six key domains: Making a Difference, Valuing Individuality, Showing Respect, Providing Information and Support, Supporting Active Participation, and Ensuring Safety and Fairness. These domains provide insight into consumers' experiences of care, the quality of support received, and the extent to which services contribute to positive recovery outcomes.

Holyoake continued to achieve strong results across all domains, with consumers particularly highlighting the respectful, compassionate and non-judgemental support provided by staff. The results demonstrate the positive impact of Holyoake's services and our ongoing commitment to providing safe, inclusive and person-centred care.

299 **surveys completed** (+19.6% from previous year)

92% reported a **positive experience of service**.

96% reported a positive experience in relation to **'valuing individuality'**.

95% indicated they would be **'Likely' or 'Very Likely' to recommend** the service to their family and friends.

95% reported a positive experience in relation to **'supporting active participation in the service process'**.

97% reported a positive experience in relation to **'showing respect'**.

95% reported a positive experience in relation to **'ensuring safety and fairness'**.

Reconciliation

During 2025-26, Holyoake continued to strengthen its commitment to Reconciliation through meaningful organisational initiatives while carefully undertaking the development of our second *Stretch Reconciliation Action Plan (RAP) 2026-2029*.

The year provided an opportunity to reflect on our reconciliation journey, strengthen Aboriginal and Torres Strait Islander voices within the organisation, and build the foundations that will guide our work into the future.

A significant milestone during the year was the establishment of Ngalak (pronounced nga-luck), a dedicated group for Aboriginal and Torres Strait Islander employees at Holyoake. Created as a culturally safe and supportive space, Ngalak enables members to come together to share experiences, support one another, foster connection and belonging, and contribute their perspectives to the ongoing cultural responsiveness of the organisation. The group played an important role in informing and shaping Holyoake's reconciliation journey and provided valuable input into the development of Holyoake's new Stretch RAP.



Another important achievement was the development of Holyoake's Guiding Principles, established through consultation with Cultural Advisors and community members.

The Guiding Principles articulate Holyoake's approach to working in partnership with Aboriginal and Torres Strait Islander peoples, communities and organisations and reinforce our commitment to listening, learning, cultural humility, partnership, self-determination and holistic approaches to health and wellbeing.

These foundations helped inform the development of Holyoake's *Stretch Reconciliation Action Plan 2026-2029*. Guided by the RAP Committee, Cultural Advisors and Ngalak Group, the development process involved consultation and reflection with Aboriginal and Torres Strait Islander peoples and internal stakeholders. Through workshops, drafting activities and review processes, valuable insights were gathered to ensure the RAP was informed by lived experiences, cultural knowledge and the voices of Aboriginal and Torres Strait Islander staff.

The year also marked ten years since Holyoake first formalised its commitment to reconciliation through the implementation of a Reconciliation Action Plan. Throughout the reporting period, Holyoake continued to strengthen cultural learning opportunities, participate in significant cultural events and community activities, and work alongside Aboriginal communities and organisations to support culturally safe and responsive service delivery.

Holyoake extends its sincere thanks to Lindsay Dean, who served as a Cultural Advisor from 2022-2026. His invaluable guidance, shared knowledge and leadership will be missed. His contribution has played an important role in strengthening the organisation's reconciliation journey. We also warmly welcomed Uncle Len Yarran as Cultural Advisor, who joined Casey Kickett in providing ongoing cultural guidance and leadership. Together, they continue to ensure Aboriginal voices, alongside Ngalak, remain at the centre of Holyoake's culture, decision-making and service delivery.

The new *Stretch Reconciliation Action Plan 2026-2029* represented an important milestone in Holyoake's ongoing reconciliation journey and reflected the collective contribution of Aboriginal and Torres Strait Islander employees, Cultural Advisors, community partners, the RAP Committee and staff across the organisation.

People and Wellbeing

Maturing our foundations

In July 2025, Holyoake established People and Wellbeing as a dedicated Executive portfolio bringing human resources, learning and development, work health and safety, diversity and inclusion and student placements under one umbrella.

In 2025-2026, the focus for the People and Wellbeing team was one of maturing our foundations, ensuring we have the systems, structures and data to understand our workforce and, as always, support our people wholeheartedly.

Our Systems

The year saw significant steps forward in modernising and streamlining People and Wellbeing processes. Additional functionality has been implemented into Employment Hero, enabling digitisation of previously paper-based processes. It also allowed for improvements in the experience we offer prospective employees. Holyoake is not immune to the recruitment challenges experienced by the wider sector, which means completing recruitment swiftly remains a focus.

Our Learning

We also maintained a focus on supporting the learning and development of our people. Holyoake offer a diverse library of online learning to staff, as well as training facilitated by in-house and external specialists. The year saw a particular focus on psychological safety and giving our people the tools to have conversations that count. This blended approach ensures we continue to build a team who is empowered to thrive and respond to the changing and increasingly complex needs of our consumers.



Our People

75% female

5.6% Aboriginal and Torres Strait Islander



108 employees

43% Full-time

54% Part-time

3% Casual

We recognise the importance of job security, particularly in times when the pressures being felt by our consumers are also being experienced by our staff. An intentional decision to offer permanent employment wherever possible has meant that by June 2026, 84% of our people were employed on permanent contracts, up from 57% at the same time last year.

Our Culture

Our people are our most valuable resource. Teams who are highly engaged deliver better consumer outcomes, have lower turnover, higher productivity and report better wellbeing. Our annual Staff Engagement Survey had a response rate of **82%** – a wonderful result that affirms our people want to have their voices heard.

Engagement Score

84%

with **average score of 6.1/7** across all survey responses

Strong connection to purpose

89%

saying the purpose of Holyoake makes them feel **their job is important**

Strength in teamwork

88%

saying they get the help and support they need from their team and **92% saying their team is committed to high standards of performance**

Supported by leaders

90%

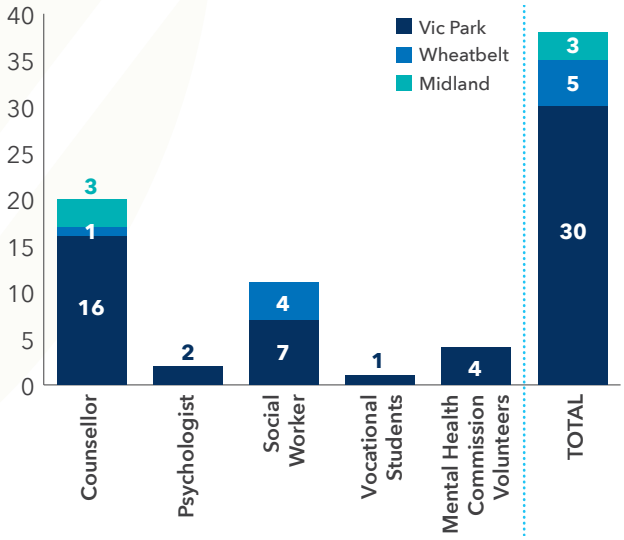
saying their manager cares about their wellbeing and **85% saying their manager is genuinely interested** in their professional development

Our Future

Holyoake is very proud of our student placement program. We have strong partnerships with a range of institutions and support students from a range of disciplines to gain experience and knowledge across alcohol and other drugs, mental health and prevention. Students are hosted at all Holyoake locations and are a valuable talent pipeline for Holyoake as well as the wider sector.

We supported 38 students across the year, who delivered over 1,000 hours of support to consumers. Those students should be very proud of the contribution they made.

Student Placements





38
students supported



Counselling	132
Social Work	46
Psychology	11
Creative Art Therapies	6
Mental Health Commission Volunteers	3



+1,000
hours of support to consumers



Ongoing Appointment	465
Intakes	285
Initial Appointment	198
Group Therapy	78

Reward & Recognition

This program fosters a positive and supportive work environment that values teamwork, collaboration, and individual initiative, improving employee morale, engagement and job satisfaction.

Recognising and appreciating outstanding employee performance, dedication, and contributions to the organisation's success is pivotal to the program's objectives.

Nominations for individuals and teams are made by peers and are reviewed by the Reward and Recognition committee with winners selected against the following categories and key behaviours or actions:

Categories

- Recognition of outstanding individual contribution
- Recognition of outstanding team effort

Key behaviours and/or actions

- Championing and upholding Holyoake's values
- Making a positive contribution to Holyoake
- Effectively managing a challenging situation to an optimum outcome
- Creating an innovative approach or significant improvement for Holyoake and/or consumer outcomes

During the year we received 58 nominations, and our wonderful winners were:

Q1 (July – September 2025)	
Individual:	Arron Davey
Team:	Jo Drayton & Jordyn Drayton-Hall
Q2 (October – December 2025)	
Individual:	Phoebe McGuiness-Morich
	Holly Scott
Team:	Lynne Anderson & Ashleigh Wheatcroft
Q3 (January – March 2026)	
Individual:	Fiona Kirk
	Natalie Mauger
Team:	Padma Ramasamy & Daniel O'Sullivan
Q4 (March – June 2026)	
Individual:	Rebecca Bilman
Team:	Robyn Kent & Jeff Britton

Financial statement

Holyoake's strong governance framework and practices, continued government support and growth opportunities assisted in achieving another successful year resulting in a strong surplus.

Financial sustainability

Holyoake's growth strategy is underpinned by building its financial sustainability through effective cost management and growth through innovation while building and maintaining reserves for the future.





Expenses

Operating Expenses	21.3%	$2,819,496
Employee Expenses	78.7%	$10,445,289
Total	**100%**	**$13,264,785**

Revenue

Grants Income	95.6%	14,780,982
Other Income	4.4%	$683,016
Total	**100%**	**15,460,998**



Thank you

Our experience on the frontline of alcohol, drug and mental health recovery and prevention tells us that when we come together – as specialists and practitioners, and as partners and collaborators – our impact is amplified.

And that impact would not be possible without the significant contributions from our major funders and donors. You are fostering positive change in the lives of so many West Australians.

Government of **Western Australia**
Mental Health Commission

WA Primary Health Alliance
Better health, together

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

WA POLICE

GOVERNMENT OF WESTERN AUSTRALIA

Department of
Primary Industries and Regional Development

Perth Metro

Victoria Park (Head office)

75 Canning Highway,
Victoria Park, WA 6100
p (08) 9416 4444
e clientservices@holyoake.org.au

Midland

4 Stafford Street,
Midland, WA 6056
p (08) 9274 7055
e NEMCADS@holyoake.org.au

Outreach services

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

Wheatbelt

Northam

133 Fitzgerald Street East,
Northam, WA 6401
p (08) 9621 1055
p 1800 447 172
e adminnortham@holyoake.org.au

Northam Medicare Mental Health Centre

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Narrogin

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