



KARITANE®

2021-2022

Annual Report





ACKNOWLEDGEMENT OF COUNTRY

Karitane acknowledges the Traditional and Continuing Owners of the land and waters of Australia, and pays its respects to Elders, past and present.

We pay tribute to the wisdom, richness, diversity and resilience of First Nations peoples and cultures.

This tree was dedicated to Uncle Dean's father, Uncle Warner Saunders, who has since passed into the Dreamtime. At Christmas time, the Saunders family camps at that tree in the Saltwater National Park.

Saltwater Beach and its surrounds are a cultural landscape of great importance to the local Aboriginal Biripi people. There are several sites related to the Dreamtime within the park, and the area is declared a sacred Aboriginal place. Saltwater National Park is managed in partnership with the Saltwater Management Advisory Committee, made up of local First Nations people and National Parks and Wildlife Service.

Karitane is pleased to be offering services to families on Biripi country.



ABOUT THIS ANNUAL REPORT

Welcome to the Karitane 2021/22 annual report.

Our annual report is a snapshot of our services over the last 12 months and the meaningful partnerships we have established, along with an overview of our goals and industry research.

FEEDBACK OR QUESTIONS

If you have feedback or questions about our annual report, please contact us.

Phone: (02) 9794 2300

Postal Address: PO Box 241 Villawood NSW 2163

Head Office: 138-150 The Horsley Drive, Carramar NSW 2163
(Corner Horsley Drive and Mitchell Street)

Website: www.karitane.com.au/pages/contact-us

ABN: 25000018842

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Throughout our annual report when you see this symbol ➤ more information is available on our website **www.karitane.com.au**

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CHAIR & CHIEF EXECUTIVE OFFICER'S REPORT

Karitane has had a strong year continuing to grow our reach whilst providing parenting support services for thousands of families across NSW and broader Australia with babies and young children aged up to five years old.

As some of our most vulnerable communities continue to recover from the impacts of the COVID-19 pandemic, we continue to respond to increased isolation, perinatal anxiety and depression, breastfeeding, sleep and settling, as well as very significantly increased rates of young children presenting with behavioural challenges.

We are proud to bring you a very fulsome report of our key endeavours, achievements and impact during 2021/2022 and we remain in awe of our dedicated child and family health nurses, psychologists, social workers, First Nations and CALD team, community teams, trained volunteers, consumer representatives, general practitioners, paediatricians, psychiatrists, and corporate support teams.

OUR NEW LOOK, PURPOSE, VISION & STRATEGY

Our Board of Directors, CEO and Executive team, together with the wisdom and input from the broader organisation and key stakeholders have reimaged an inspiring Karitane Strategic Plan for 2022-2026 and refreshed our brand. We hope you love our more contemporary, fresh look and feel that reflects our continued innovation and growth whilst respecting our history and journey over the last 100 years. As longstanding leaders in child and family health services, we have launched the new logo and tagline, purpose and vision statements whilst maintaining our core values of Collaboration, Excellence, Respect and Innovation which still hold firm, shape our identity and are at the heart of all our work.

Our new Tagline: "Partnerships made for parents"

Our reinvigorated Purpose Statement: "Trusted early parenting experts empowering families and children to be healthy, confident and resilient."

Vision Statement: "our impact will enable children to have the best start in life".

Along with our five new strategic directions (page 13).

OUR COMMITMENT TO INTEGRATED CARE & PARTNERSHIPS

We are excited to have launched our 7th Integrated Care Hub this year, at Wolli Creek, maturing our integrated approach to service delivery models over

the last five years. Karitane recognises the need to harness the power, expertise and resources of multisectoral, interdisciplinary, collective action, through the co-creation of shared values, societal goals and vision amongst all partners. Our Integrated Care Hubs have focused on many wonderful partners tearing down largely imagined silos that have characterised our systems in the past to find new and creative ways to work together towards common goals of supporting expectant and new parents with young children aged 0-5. We are hopeful that our work will move us all closer to a future in which integrated Kids Hubs, local multi-agency, integrated family centres will identify children at risk of developmental problems and families at risk of mental health and social care difficulties and connect them to the relevant supports.

We continue to advocate for a 'health in all policies' and a holistic cross-government approach to improve health and wellbeing - 'one team' and 'one system.' Karitane is delighted to be a partner with academic teams from UNSW on \$2M worth of MRFF & ARC Linkage grant funding that will further the evidence that Integrated Kids Hubs are an effective mechanism for engaging vulnerable families in early intervention services, reducing health inequity and providing essential wellbeing support for children and families.

We have collaborated extensively with a range of academic, education, research, university, social services, and health partners, including leading two significant national consortiums. ForWhen has been successfully implemented with our partners in the Australasian Association of Parenting and Child Health (AAPCH), the Parenting Research Centre and the University of NSW. We welcomed our newest collaborative partnerships with JewishCare, Sydney Local Health District, South Eastern Sydney Local Health District, Barnardos, The Smith Family, Mission Australia Taree, Catholic Care Darwin, Ellen Baron Family Centre Queensland, CHaPS Tasmanian Health Service, Charles Darwin University and Murdoch Children's Research Institute (MCRI).

FURTHER EXTENDING OUR REACH & FOOTPRINT

Thanks to funding from the Commonwealth Government and the new partnership with Charles Darwin University, we now have Karitane staff located in four states and territories: Queensland, Tasmania and the Northern Territory, as well as our main centres across New South Wales. We have also been successful as the first NSW organisation to be appointed to deliver Empowering Parents Empowering Communities (EPEC) and you can read more about this further in the report.

A NEW RESIDENTIAL “SUPER” UNIT IS COMING TO CAMPBELLTOWN

In partnership with South Western Sydney Local Health District (SWSLHD), we were thrilled to receive a significant investment from NSW Government to refurbish an existing unit to establish a new 19-bed residential inpatient facility for the families of NSW located at the new Campbelltown Hospital site. Doors will open in mid-2023. The Campbelltown Residential Early Parenting Service will also include a Virtual Residential Parenting Service, Perinatal Infant Mental Health Day Stay services and The Toddler Clinic for children with disruptive behaviours. The service is ideally co-located with Campbelltown’s Paediatric Services, Women’s Health and Maternity Services and Mental Health Services. The model is positioned strongly within early intervention and aligns with the aims and objectives of the NSW First 2000 Days Brighter Beginnings Framework and the National Children’s Mental Health and Wellbeing Strategy.

KARITANE’S JOURNEY TOWARDS RECONCILIATION

Karitane was pleased to commence the consolidation of the work being undertaken through our Aboriginal Health Committee since 2014, led by the CEO and Director Aboriginal Health SWSLHD, along with Auntie Freda Simpson. We embarked on the first steps towards a Reconciliation Action Plan (RAP) working with the Burbangana Group, which is a 100% Aboriginal owned company. The RAP will provide a framework to build respectful relationships with First Nation communities and will be launched in late 2022.

FAMILY FRIENDLY WORKPLACE

As a Founding Partner and accredited Family Friendly Workplace with Parents@Work and UNICEF Australia, we have always been driven to progress equality, and have consistently championed the importance of work/life balance and staff wellbeing. Flexibility and family inclusive workplaces are more vital than ever for working parents, to ensure children’s physical, mental and emotional wellbeing is met. We have focused strongly during the year on supporting staff wellbeing strategies, hybrid work conditions and flexible work practices for staff with caring responsibilities.

VIRTUAL & HYBRID MODELS OF CARE

Our leading expertise in virtual care has grown exponentially over the last six years. Our comprehensive suite of virtual services offers more than 12 virtual models of care through our Karitane Virtual Village. The NSW Government-funded Virtual Residential Parenting Service has been running successfully for the last 12 months and has been embraced by hundreds of families.



BUILDING THE WORKFORCE OF THE FUTURE

We have been excited to lead another year of workforce capacity building in the sector. This has included our work with Western Sydney University for students enrolled in the postgraduate Child & Family Health (Karitane) course, which more than doubled its intake this year. We have led the capacity-building of non-government organisations (NGOs) across Australia in the delivery of telepractice services. Together with the Parenting Research Centre, NSW Department of Communities and Justice, investor NGOs and the Association of Children’s Welfare Agencies (ACWA), we completed a year 1 and embarked on a year 2 project focussed on effective implementation of hybrid models of care.

OUR APPRECIATION

We welcomed our new Patron, the Hon Jillian Skinner who is further profiled within the report and we thank our Ambassadors, Laura Jayes and Steve Willis, for their work with us. We farewellled Dr Sharyn Wilkins from the Board after ten years of service and we thank Sharyn for her vigorous support of clinical governance matters and wish her well.

We are deeply appreciative of the additional funding received from the NSW and Commonwealth Governments, all our partners and advocates who have enabled Karitane to support thousands of families each and every year. We acknowledge and thank our major donors and supporters who have provided very special financial assistance that enabled us to deliver more services, education and research and without whom we could not deliver many of our important services. We thank SWSLHD for their ongoing collaboration and support.

We are grateful for our Board of Directors, who provide their time on a voluntary basis bringing skills, wisdom, guidance and expertise, which has enabled Karitane to grow and flourish, create an aspirational strategic trajectory and consistent, unwavering support for the CEO, Executive and teams. We look forward to celebrating our 100th birthday with you in 2023.

Lee Carpenter Chair

Grainne O’Loughlin CEO

OUR HIGHLIGHTS & IMPACT

99 years
of service



154,532

lives supported by Karitane



Since December 2021,
national program Connecting
The Dots has delivered **81**
nutrition workshop webinars
to **470** families

30,000

total occasions
of service

99%
parents found
us helpful for
their needs



880

families participated in
community or targeted
early intervention programs



Parental
mental health
and wellbeing
improved by

85%

154 highly trained
Karitane experts are
now located in **5**
states and territories
across Australia

Expanded
from **2** to **12**
Virtual Care
services across
the nation



1,115 telehealth consultations
for regional and remote families

Launched
4 new services
including **two**
new National
services



11,615

Calls from families
seeking expert
advice and referrals
to services



Parenting
knowledge
improvement of

98%

39%

culturally and
linguistically
diverse clients in
our community
programs



Supporting
families
from over
832 suburbs

Over **1,000** calls
assisting new and
expecting parents
through the new
ForWhen care
navigation service

2,328

families
attending
webinars

245 enrolments for graduate
certificate, graduate diploma or Master
of Child and Family Health (Karitane)
at Western Sydney University, a **48%**
increase on 2020/21 enrolments



17,064

Social media followers

TOGETHER WE'LL KNOW WHAT TO DO

ABOUT KARITANE



Karitane is a not-for-profit charity, and on the eve of our 100th birthday, we enable children to have the best start in life. We do this by providing a range of accessible specialist early parenting services to families around Australia.



We have created the Karitane virtual village of support for parents and expanded our telehealth virtual services nationally. We offer virtual breastfeeding clinics, home visiting, residential stays, toddler behaviour programs, perinatal mental health services, supported playgroups, daily webinars and more. While our growth in NSW has seen expanded services open in Sydney and regional NSW, including Taree, Shortland, Shellharbour and Wollongong.



We support parents, face-to-face and virtually, with challenges around sleep and settling, feeding and nutrition, establishing routines, toddler behaviour, emotional dysregulation, and perinatal infant mental health.



Research and education are the foundations of our practice. We have a team of child and family health nurses, perinatal infant mental health nurses, paediatricians, GPs, social workers, psychologists, psychiatrists and community support workers and volunteers. We collectively strive to support attachment-based relationships through a child-centred framework.



We offer a stepped model of care from early engagement and intervention through to intensive support providing the right care, in the right place, at the right time.



Our care and expertise include services for **First Nations and culturally diverse families**, as well as those facing adversity or increased vulnerabilities.



We are always working on new ways to connect with parents and their families. We are now supporting and investing in families Australia-wide.



We partner with parents to provide value-based healthcare. And we work in partnership across state and Commonwealth government departments, NGOs, corporate organisations, academic institutions and community groups to provide effective and efficient integrated care that demonstrates significant measurable outcomes for families.

"Very warm and welcoming. Felt extremely comfortable and respected. Can't thank the lovely staff enough for the support." - Parent, Camden RU

"There was definitely some nervousness due to the unknown and new responsibilities involved with becoming a father. We had our challenges, I think it's normal and all parents do. Yael found out about Karitane, and they really changed everything for us! They took the pressure away and helped us get back to basics. We are so grateful to you guys for all you've done for us! Thank you again so so much!" – Menachem



OUR PURPOSE

We are trusted early parenting experts empowering families and children to be healthy, confident and resilient.

OUR VISION

Our impact will enable children to have the best start in life.

OUR VALUES

RESPECT

OUR RELATIONSHIPS

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family and child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

INNOVATION

OUR FUTURE FOCUS

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence-based practice and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

COLLABORATION

OUR PARTNERSHIP APPROACH

We seek to collaborate with our families, our colleagues and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach and appropriate and timely communication.

EXCELLENCE

OUR STANDARDS

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness and a commitment to continuous learning.

OUR STRATEGY

Our values of respect, innovation, collaboration and excellence have been at the forefront of our work and significant achievements this year.

We align our programs and projects under our major strategic directions.

Our strategic directions were developed in 2022 –2026 to cover a 4-year period.

Supported by robust governance practices (page 44), contemporary systems and service delivery models, our strategic directions ensure we continue to expand our diverse services, meet our service benchmarks, and secure the financial future of our programs and services.

STRATEGIC DIRECTIONS 2022–2026

1.

DEVELOP A PROGRESSIVE AND IMPACTFUL ORGANISATION

2.

CONTINUE TO EVOLVE AND INNOVATE ACROSS OUR SERVICES

3.

ENGAGE SKILLED PEOPLE IN A SUPPORTIVE, COLLABORATIVE AND PRODUCTIVE CULTURE

4.

FURTHER STRENGTHEN PARTNERSHIPS AND COLLABORATIONS THAT ENABLE OUR VISION

5.

ACHIEVE SUSTAINABLE GROWTH

PARENTS SHOULD NOT HAVE TO LEARN ALONE

THE NEED

The first 2,000 days of life shape a child's future, with 90% of brain growth occurring before a child is five years old. At birth, the average baby's brain is about a quarter of the size of the average adult brain. Incredibly, it doubles in size in the first year, and is nearly full grown by age five.

This is a critical time for physical, cognitive, social and emotional development. Positive early experiences and secure attachment lead to optimal brain development, providing the foundational skills children require for lifelong learning and wellbeing. The neural pathways, connections and wiring are all influenced by how parents and carers interact with their children. In other words, the early years are critical for a child to reach their full potential.

Karitane supports families through this critical time by providing evidence-based services, education and support which is aligned to the principles in the NSW Brighter Beginnings Strategy.

Our support services cover sleep and settling, feeding and nutrition, establishing routines, toddler behaviour, emotional dysregulation, and perinatal infant mental health, including moderate perinatal anxiety and depression, and post-natal adjustment disorders.

**90% OF A
CHILD'S
BRAIN
DEVELOPS
BY THE AGE
OF FIVE**

***90% OF
PARENTS SAY
THEY NEED
SUPPORT
IN THEIR
PARENTING
JOURNEY**

***42% OF
PARENTS WISH
THEY HAD
ASKED FOR
HELP EARLIER**

*Source: Karitane Parent Insights Report 2021.



1923

Australian Mothercraft Society was founded by Sir Truby King. First baby clinic opened in Coogee in 1924.

1927

Larger hospital purchased with mobile clinics supporting families in the outer areas of Sydney.

1966

Australian Mothercraft Society received government funding for the first time.

1970

Changed name to Karitane Mothercraft Society.

1994

Residential hospital moved to Carramar.

1996

Changed name to Karitane and opened mental health services.

2000

Volunteer home visiting program commenced in Fairfield, Liverpool and Bankstown.

2011

Karitane residential unit opened at Camden Hospital.

2012

Camden toddler clinic opened by the Minister for Health and Minister of Medical Research, The Hon. Jillian Skinner, MP.

2013

Major refurbishments at the residential unit at Carramar to provide family rooms for parents with more than one child.

2014

Karitane website for parents and professionals launched. The Hon. Jillian Skinner, MP opened Karitane Gardens Camden, a new outdoor play area for toddlers.

2017

Karitane appointed an Aboriginal Liaison Officer and celebrated 15 years of Lil Possums Aboriginal supported playgroup.

2018

Integrated care hubs opened at Westfield Bondi Junction and Oran Park Podium.

2019

Digital health hub with two new services — virtual home visits and Internet-Parent Child Interaction therapy — opened by the Minister for Health and Medical Research, The Hon. Brad Hazzard, MP.

2020

Our digital transformation in response to the COVID-19-19 pandemic created capability for new models of care, including virtual residential, virtual breastfeeding clinic and further expansion of integrated care hubs in regional centres.

2021

Launched Connecting the Dots, a national early childhood nutrition program.

2022

Official opening of Wolli Creek, an integrated care service. Launched ForWhen, a national perinatal mental health care navigation service for new and expectant parents.



OUR JOURNEY

Established in 1923, Karitane is a not-for-profit organisation and registered charity supporting families in the first 2,000 days of their child's life. We have a history of innovation, providing leading specialist early parenting services while driving accessibility and support for parents across NSW to ensure every child receives the best start in life. Our commitment to support Australian families when and where they need us has seen our range and reach of services significantly grow, with face-to-face and virtual models of care and an extensive suite of programs to support some of Australia's most vulnerable communities.

OUR SERVICES

Karitane has effectively adopted hybrid models of care, offering both face-to-face and virtual services for families across NSW with children from birth to five years. More recently, we have shifted to increased Integrated Models of Care to combat children's developmental vulnerability, with more than half of children experiencing challenges by the time they are five years old. These are an effective mechanism for engaging vulnerable families in early intervention services, reducing health inequity and providing essential wellbeing support for children and families – all in pursuit of providing a lifetime of benefits to the child.

Our services are evidence-based and delivered by a highly trained, multi-disciplinary team of child and family health nurses, perinatal infant mental health nurses, paediatricians, general practitioners, social workers, psychologists, psychiatrists, cultural and community support workers, and volunteers. Our dedicated team works with each family to match the right service to their individual needs.

9,500 virtual consultations

63.5% parent self-referrals

36.5%
health professional referrals

Top 3 primary reasons for referral

1. Sleep and settling
2. Feeding
3. Toddler Behaviour

The first **2,000** days shape a child's future



Sleep & Settling



Feeding & Nutrition



Establishing Routines



Toddler Behaviour

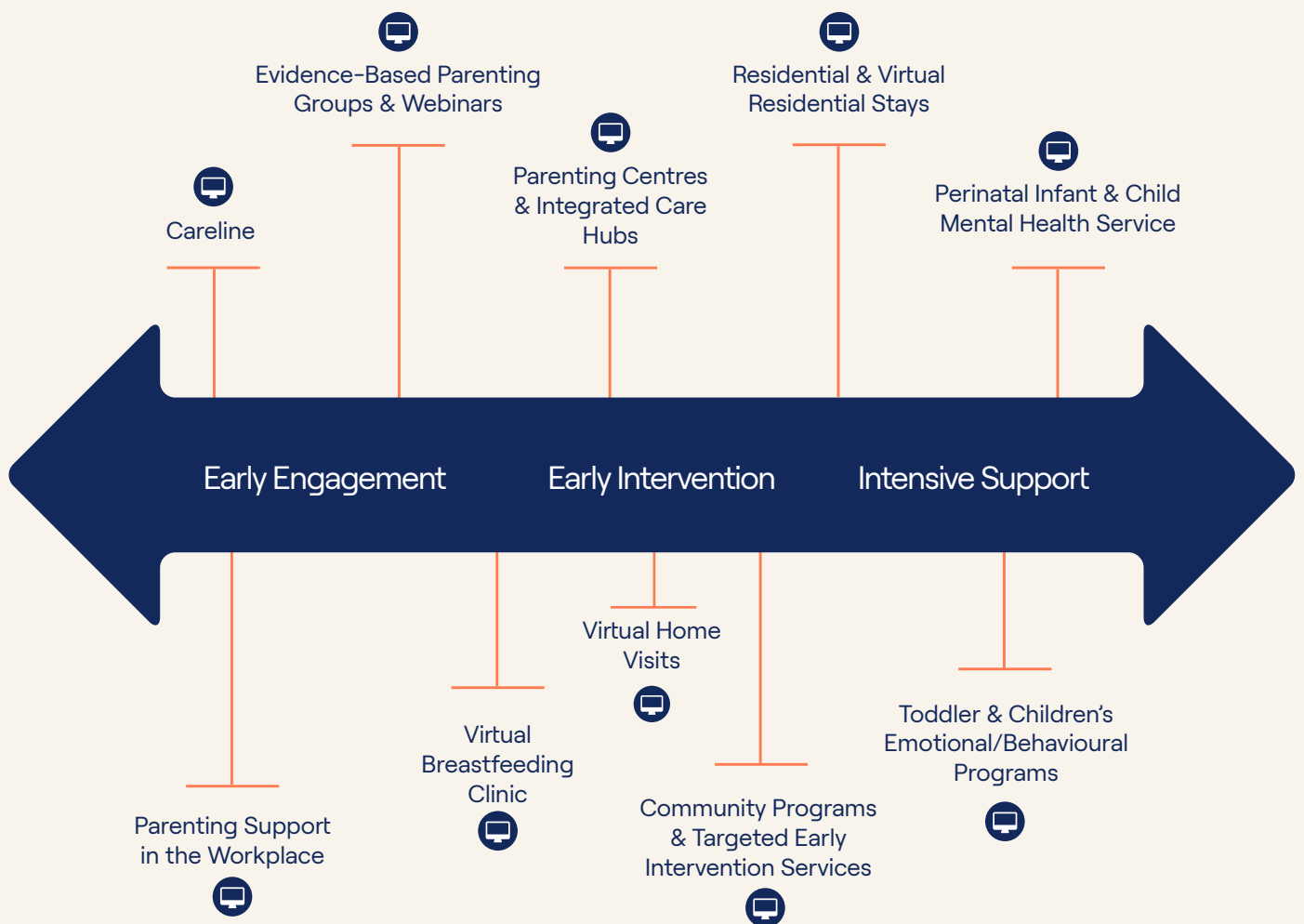


Perinatal Infant Mental Health



Families with Vulnerabilities

Karitane Continuum of Care



 virtual services available

Research, education and family partnership are the foundations of our hybrid stepped model of care.

EARLY ENGAGEMENT

Karitane's early engagement services promote positive parent-child relationships and build early attachment through a strengths-based approach. Through a range of targeted services, Karitane is able to support parents who identify challenges with parenting and ensure parents have timely access to care through a variety of platforms, including our Careline, daily webinars, evidence-based parenting groups, online resources, videos and podcasts.



CARELINE

1300 CARING (1300 227 464)

Our friendly and experienced child and family health nurses provide over the phone guidance and encouragement on a range of topics.



6,545

Careline Calls recieved this year



PARENTING SUPPORT IN THE WORKPLACE

Karitane offers an extensive range of webinars and evidence-based education programs to support parents. During each webinar, our experienced child and family health nurses provide tips and strategies, alongside opportunities for parents and carers to ask questions.



WEEKLY PARENTING WEBINARS

We offer regular free parenting workshops online. These practical webinars are led by an expert child and family health nurse who provides tips and strategies on topics including sleep and settling tips, toddlers and fussy eating.



"The Karitane nurse was gentle, very supportive, and she definitely made me feel more empowered. She gave us tips and techniques. And they made me feel like I wasn't alone Karitane was brilliant! And we know that Karitane isn't that far away. I think as a family, we feel fantastic. We feel like a family!" - Suzi





EARLY INTERVENTION

Early Intervention programs and Integrated Care Hubs provide targeted support to improve health and wellbeing outcomes for children and families with identified health concerns or social vulnerabilities. Karitane has a range of early intervention services to support parents, including:

- virtual breastfeeding clinics
- integrated care hubs
- parenting centres
- virtual home visits
- community programs.



VIRTUAL BREASTFEEDING CLINIC

Karitane was a successful grant recipient in a highly competitive round of state-wide Virtual Care Accelerator projects led by eHealth NSW and the NSW Agency for Clinical Innovation (ACI). This new funding has supported us in increasing our capacity to offer virtual breastfeeding consultations five days a week. This ensures timely access for mums to support improved breastfeeding outcomes, with professionally- led access to the HelpMe Feed app. The app supports breastfeeding via interactive chat and offers enhanced care through video and audio assessment. Parents find the app simple, convenient and accessible.



268 ^{+53%}
new clients were supported on
their breastfeeding journey



1,179
virtual sessions



PARENTING CENTRES & INTEGRATED CARE HUBS

Karitane now offers a hybrid model of care within their parenting centres and integrated care hubs. This means either or both in-centre and virtual consultation options can be used to provide flexible access to services to suit families. Our client feedback showed both models were valued with choice and flexibility being a key factor in how and when families engaged with services.

Our parenting centres and integrated care hubs offer individual consultations, with some also offering parent groups. Our individual consultations can include family members as clinicians work in partnership with parents to develop a tailored plan to meet their parenting goals. Typically following an initial consultation, two-three follow up sessions are offered, with an opportunity to practice skills with the support of our highly trained child and family health nurses in areas of sleep and settling, feeding, play, development, toddler behaviour and adjustment to parenting. Our nurses will help identify any other supports a family may need to give their child the best start in life.



3,581
clients



7
place-based hubs in Balmain,
Carramar, Oran Park, Shellharbour,
Shortland, Taree and Wollie Creek





"Being able to have video calls from home helped me learn how to hold my daughter properly when I rock her to bed, how to do tummy time and also how to breastfeed. And doing it from home made me feel so comfortable. I can't thank the wonderful ladies that helped me enough. God Bless" - Parent, VRPS



**45 VOLUNTEERS
ACROSS REGIONAL
AND METRO NSW,
SUPPORTING 35
FAMILIES - VFC**

**FUNDED MORE
THAN 120
PARENTS AND
CHILDREN TO
VISIT A LOCAL
FARM - KLF**

**24 YOUNG
PARENTS WERE
SUPPORTED
THROUGH ONLINE
PARENT EDUCATION
AND CASE
MANAGEMENT -
YPP**



COMMUNITY PROGRAMS SUPPORTING CHILDREN, YOUNG PEOPLE AND FAMILIES

We provide a range of community groups and programs to support parents and carers with young children (prenatal to school age) to develop positive relationships with their children, that nurture their learning, social and emotional experiences of the world. We support families from a wide range of backgrounds and experiences, including culturally and linguistically diverse backgrounds, new migrants, refugees and Aboriginal communities. We also work with young people in our young parents' programs and at Reiby Juvenile Justice Centre.

Karitane works in partnership with the NSW Department of Communities and Justice (DCJ), the Australian Government Department of Social Services (DSS), Uniting, Mission Australia, Benevolent Society, Save The Children, The Smith Family and Barnardos to deliver a variety of evidence-based community programs to families experiencing disadvantage in South Western Sydney and regional NSW. Measuring the impact of our evidence-based programs with families is a critical component of the work we do.

● **Linking Families (KLF):** The Linking Families team provide case management support to assist expecting parents or for families experiencing parenting challenges. The KLF program facilitated seven multicultural Supported Playgroups across South Western Sydney. Our culturally diverse staff includes bilingual workers from Vietnam and Assyrian backgrounds. Families participated in learn to swim programs through a new partnership with Royal Life Saving NSW. An ongoing partnership with STARTTS supported parent and child interactions and connection through singing and stories as part of the Growing, Learning and Playing Together programs.

● **Karitane Young Parents Program (YPP – formally known as Talking Realities):** This year, 24 young parents were supported through online parent education and case management to ensure they were able to achieve their goals of further education and/or employment. This peer educator training course for young parents is a recognised pathway into TAFE NSW.

"Over the past decade, Talking Realities has been an immense impact on my life, and I couldn't possibly list in all the ways in which it has helped me. If I had to choose one thing it would have to be the sense of security, it has provided me with all these years. There is an enormous amount of comfort that comes from knowing that there is someone out there that is willing to support & listen to you without there being any hidden agendas or conditions."

● **Family Matters:** Family Matters is a unique and exciting program providing parent education in innovative ways to young people. This includes supporting young parents in custody with groups and individual consultations, so as to facilitate better outcomes for young parents and their children. The program also has a focus on providing support to all young people in custody, including healthy life choices/relationships, as well as how to care for young children and babies as many young people may have caring responsibilities in their families. Auntie Freda Simpson (Karitane) was a guest speaker in a Learning Circle program with a group of Aboriginal and Pacific Islander young women. The program also works in partnership with Dorchester School to provide fun activities around healthy nutrition for babies and young children in the school kitchen.

● **Communities for Children (CfC):** This year, Karitane has been fortunate to grow our DSS Community for Children programs across regional and metro NSW. With the support of our Mission Australia partners, we now offer a continuum of care approach for our Parent-child Interaction Therapy (PCIT) for families living within the 2168 postcode in the Miller area of Sydney, with the addition of a new family coaching model. In Taree, we have worked again with Mission Australia to establish the First Steps Counts child and family hub Navigator role. We have also set up our Empowering Parents Empowering Communities (EPEC) evidence based Being a Parent course supported by the Murdoch Children Research Institute (MCRI) in Forster and Gloucester. The EPEC program is also being delivered in partnership with The Smith Family in Fairfield and our VFC programs have also expanded into the Shellharbour region with our partners Barnardos.

● **Volunteer Family Connect (VFC):** An innovative program, VFC was started in 2015 and matches trained volunteers with families for one-on-one support to increase parenting confidence and the families' connections to the community. We have an ongoing partnership with Western Sydney Universities, The Benevolent Society, Save the Children to deliver an evidence based program for parents of young children in our respective communities across Australia. Karitane offers VFC across three locations in NSW.

- Taree: We have continued to grow and develop our VFC program in Taree specifically for First Nations families with young children in the area with the support of Newcastle Permanent Charitable Foundation grant funding
- Shellharbour: A new C4C partnership with Barnardos
- Macarthur also known as Focus on Families: Which was part of Uniting Services from 1996 until it joined VFC in 2015.

INTENSIVE SUPPORT

Karitane's intensive support services provide comprehensive multi-disciplinary care to families with a complex range of needs. These services include residential stay, virtual residential stay, toddler clinic, perinatal and infant mental health services, and a kids' behaviour clinic.



RESIDENTIAL & VIRTUAL RESIDENTIAL STAYS

Over a three or four-night residential stay, parents receive 24-hour support from our team of health professionals, including child and family health nurses, psychologists, social workers, paediatricians and psychiatrists, to support each family every step of the way. We work in partnership with families to address their parenting concerns, providing information, guidance and encouragement.

One of the innovative new services launched in response to COVID-19, when many face-to-face services were unavailable, was the development & opening of the Virtual Residential Parenting Service (VRPS). The VRPS includes eight virtual residential parentings service beds supported by the NSW Government and is a telehealth version of Karitane's intensive residential service, providing accessible and flexible 24-hour support for each family when they need us. It provides an improved experience for both clients and staff with lower care delivery costs and effective outcomes. Support is provided in the family's home, providing multiple benefits, including improved access, reduced time and expenses for travel, and increased confidence in implementing strategies learnt post-discharge.



919

families supported through our
virtual and residential stay



"I was apprehensive about a virtual service rather than face to face, but I was pleasantly surprised at how well it worked"
- Parent VRU







**AN
88% DECREASE
IN CHILD
DISRUPTIVE
BEHAVIOURS**



PERINATAL INFANT & CHILD MENTAL HEALTH SERVICE

Karitane provides a stepped-care approach to perinatal mental health support for parents experiencing mild to moderate mental health challenges, with a focus on supporting parents to improve the quality of the relationship with their infant.

We provide individual consultations and evidence-based therapeutic groups, with families working in partnership with our multi-disciplinary team of clinical psychologists, social workers, mental health nurses, psychiatrists, and child and family health nurses.

Our team have been offering both face-to-face and virtual services to ensure parents receive support in these challenging times. We have reviewed and refined our models of care to meet the changing needs of families through the COVID-19-19 period, and we have increased access by increasing the opportunity for brief interventions to reduce waiting times amid the urgent and growing need for support.



85%

**Mental health and wellbeing
improved or stayed the same**



TODDLER & CHILDREN'S EMOTIONAL/BEHAVIOURAL PROGRAMS

Karitane is an international leader in the delivery of the evidence-based Parent-Child Interaction Therapy (PCIT). At our toddler clinic, we offer PCIT for families with children who display physical and verbal aggression, non-compliance, tantrums, destructive behaviour, hyperactivity, sibling rivalry, and anxiety and withdrawal. PCIT strengthens the parent-child relationship, providing parents with strategies to better manage challenging moments. This program is also offered using telehealth to support families across NSW.



144

Toddlers and children

OUR REACH

Karitane invests in Australian families when and where they need us.

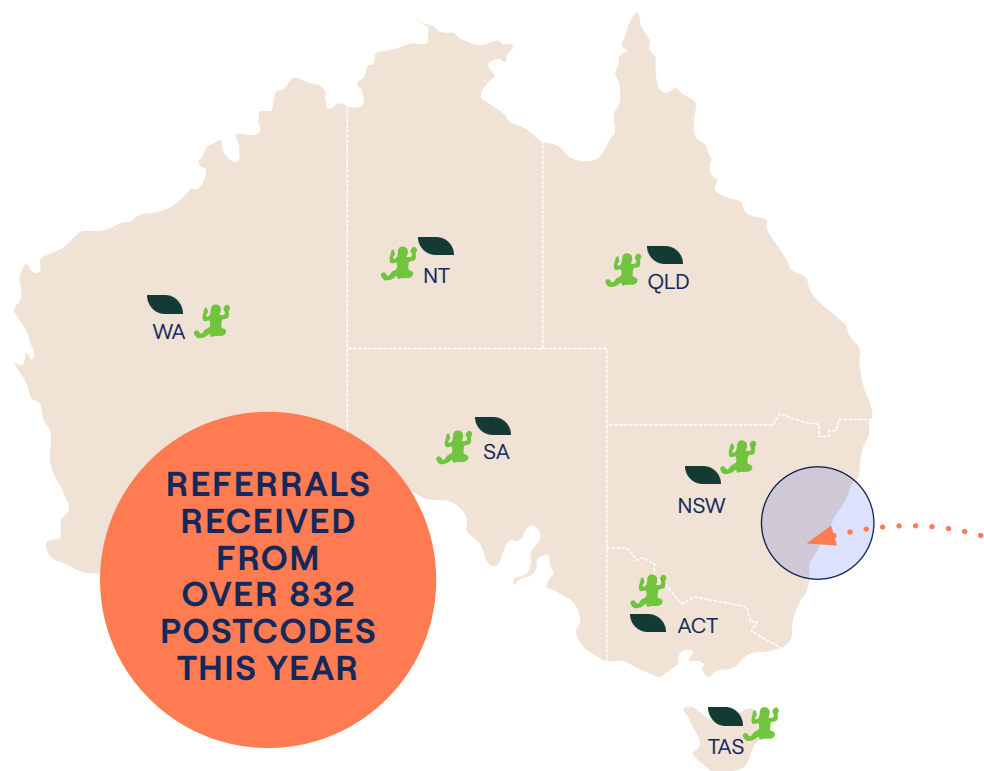
We support families across Australia with a range of services delivered both face-to-face and virtually.

Our face-to-face services are located across NSW. In 2021/22, we opened a new service in Wollongong, and expanded our services in Taree and Shellharbour.

In 2021/22, we launched two national services for perinatal infant mental health and early childhood nutrition (page 36).

 ForWhen

 Connecting the Dots



KIDS BEHAVIOUR CLINIC

1 Carramar

PERINATAL INFANT MENTAL HEALTH SERVICES

2 Camden

3 Carramar

INTEGRATED CARE HUBS

4 Balmain

5 Carramar

6 Oran Park

7 Randwick

8 Shellharbour

9 Shortland

10 Wollongong

COMMUNITY PROGRAMS

11 Bankstown

12 Fairfield

13 Fairfield Heights

14 Forster

15 Gloucester

16 Liverpool

17 Macarthur

18 Manning Vale

19 Miller

20 Oran Park

21 Shellharbour

22 Taree

23 Wollongong

24 Wollumbong

RESIDENTIAL SERVICES

25 Camden

26 Carramar

TODDLER CLINICS

27 Camden

28 Carramar

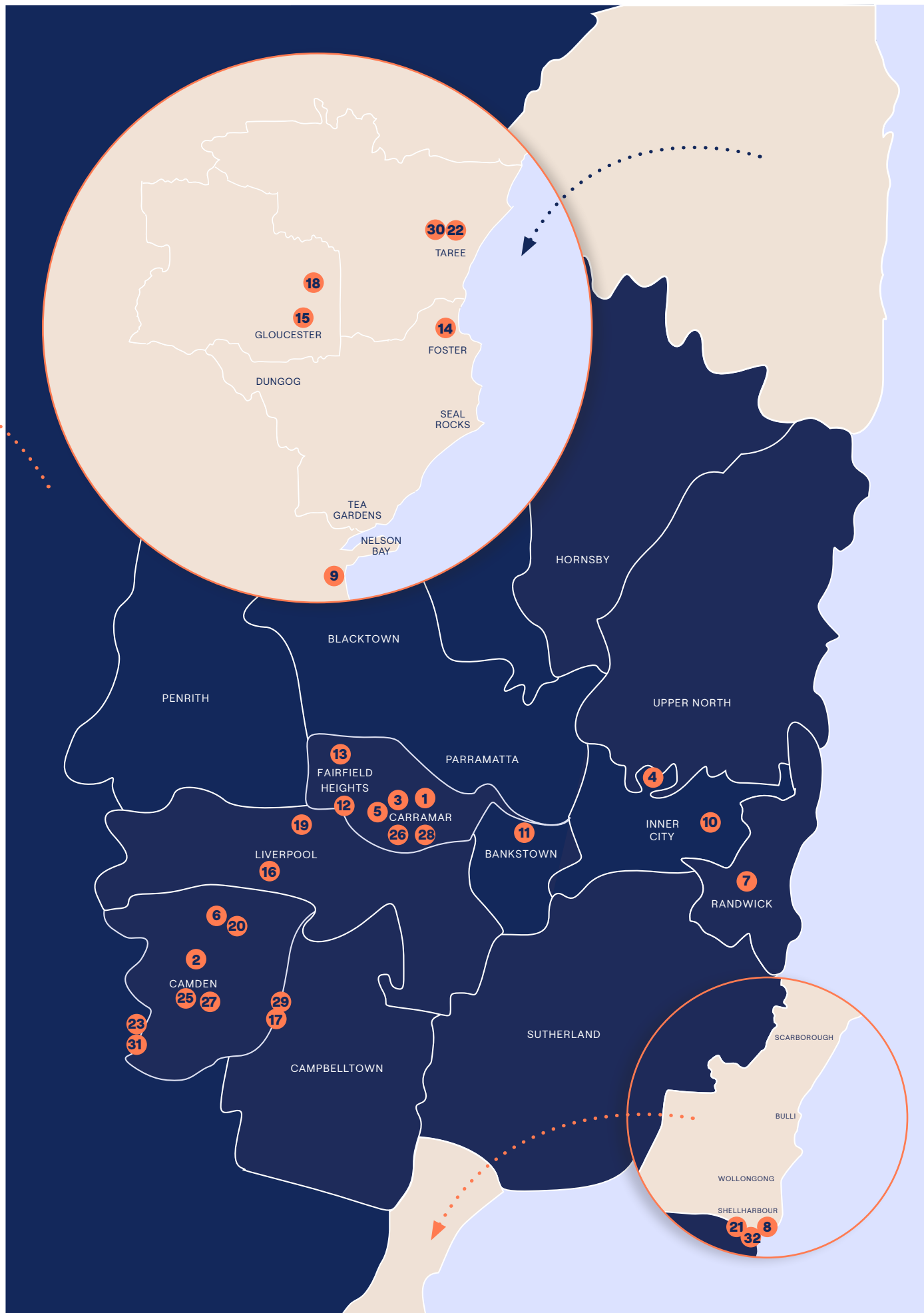
VOLUNTEER FAMILY CONNECT

29 Macarthur

30 Taree

31 Wollongong

32 Shellharbour



IN THE MEDIA

Karitane continues to maximise social media to reach families and provide strategies promoting positive parenting journeys.

This year we continued to use LinkedIn to target health professionals for service and research updates and professional development opportunities.

At 30 June 2022 we had:

 14,571 Facebook followers, a 25.2% increase

 1,565 Instagram followers, a 56% increase

 928 LinkedIn followers, a 30% increase

 166,939 website sessions, a 14.5% increase

FORWHEN NATIONAL ENGAGEMENT

We launched our ForWhen service with a consortium of thirteen organisations and our digital marketing agency Bud.

ForWhen's launch gained national media attention, generating over 27,000 visitors to the ForWhen website. Our digital campaign generated 3.86 million impressions and 17,700 click-throughs to the website.

Several Primary Health Network (PHN) monthly newsletters also featured information on the new service, including:

- Pregnancy, Birth and Baby
- PHN monthly newsletter, Network News
- PHN Western Victoria fortnightly newsletter
- PHN Gold Coast newsletter and website
- CHN ACT eNewsletter.

ForWhen also featured on:



MOTHER'S DAY CAMPAIGN

A brand refresh for Karitane commenced 2022 and the first 'new-look' campaign launched on Mother's Day.

This thought-provoking, honest and powerful visual content series was aimed at new parents promoting our support services featuring our 'Mum-bassadors'.

We secured two prime morning television interviews for two Mum-bassadors Lauren Hannaford and Zoey Marshall on Channel 7's The Morning Show in May and in the Daily Telegraph and on Sky News.



LOCKDOWN FUNDING

Karitane was featured on Channel 7 News in August following the announcement of the NSW Government's \$348,000 grant to boost our virtual services.

During the COVID-19 pandemic, the need for services for parents with young children was at its highest. The grant announcement enabled Karitane to assist more parents in a challenging period.

The News video featured on Karitane's LinkedIn page and generated 350 views and was shared on Facebook and Instagram to a reach of 4,000 accounts.

RECONCILIATION ACTION PLAN

In 2021/22, work began on a Reconciliation Action Plan for Karitane in conjunction with Reconciliation Australia. The Plan will provide a framework to build respectful relationships with First Nation communities and will be launched in late 2022.

Karitane supported over 190 clients who identified as Aboriginal or Torres Strait Islander, thanks to the amazing work of our team and Aboriginal Health Liaison Officer, Auntie Freda Simpson.

Karitane remains committed to early intervention and prevention services to ensure that First Nations children thrive in the early years and that, specifically, we play our part in supporting babies and young children to be developmentally on track when they commence school.

Supporting all families throughout every service in Karitane, we have several bespoke services for First Nations people, including Biripi (Taree), Macarthur, (Dharug) Carramar, Fairfield, Maroubra and Woolloomooloo.

Our Lil Possums Aboriginal Playgroup supports families in the South West Sydney Area. The group, which first started in the early 2000s for First Nations families to come and 'yarn' with other Aboriginal mums and receive support from Karitane, is still going strong.

We embrace engagement and co-design of Aboriginal people in identifying and designing new services to support the community and are journeying towards the delivery of our Reflect Reconciliation Action Plan in 2022.



OUR PROGRESS

In 2021/22, Karitane made significant progress towards achieving the outcomes of our strategic plan.

KEY ACHIEVEMENTS

SUPPORTING NEW AND EXPECTING PARENTS

In February 2022, we launched ForWhen, a free national perinatal mental health care navigation service for new and expectant parents. Designed as a stepped care support service, parents experiencing perinatal mental health issues or health professionals referring a client, can call our expert clinicians in each State and Territory. Following triage and screening, parents can be connected to services and supports that best match their needs either online or in their local area. With research studies indicating that 1 in every 5 new and expecting mums and 1 in every 10 dads experience perinatal depression or anxiety, ForWhen provides parents with the mental health support and guidance they need, at the right time.

This new service has been funded by the Australian Government Department of Health under the Perinatal Mental Health – Emerging Priorities grant. Karitane is proud to be leading this consortium in collaboration with the Australasian Association of Parenting and Child Health (AAPCH), the Parenting Research Centre (PRC) and the University of New South Wales (UNSW). The service is delivered by a consortium of partners consisting of early parenting and family services across Australia.

PRC's work will assess progress towards short and medium term client outcomes by looking closely at the role of the navigator in supporting client outcomes using continuous practice improvement methodology.

The UNSW-Karitane evaluation will assess clinical and implementation outcomes of ForWhen, and inform ongoing service development and delivery. Initial research findings have found there is no other national perinatal and infant mental health care navigation service worldwide, bringing global benefits to the work of researching and reporting the findings of this exciting new service.

Since February, there have been over 20,600 visitors to the website and over 1,100 calls to the national helpline with over 500 new and expectant parents helped.



ForWhen



Case Study

GABRIELLE, PARENT OF DAVID (8) AND JOSHUA (6) FROM NSW

After the birth of her first boy, Gabrielle knew she wasn't feeling right, but as a new parent learning the ropes, she had no way of knowing what was normal and what was not.

"I felt my mood plummet. I became teary, felt very overwhelmed and had no confidence in myself to care for this vulnerable little human," she says.

Gabrielle's GP prescribed medication and referred her to a psychologist, but she continued to worsen. She remembers shutting down. She became a shell of her former self.

She stopped talking and eating. Sometimes her thoughts were racing, at other times she just felt completely numb.

"I could barely function. Engaging in basic care for myself and my baby was impossible".

"Even though postnatal psychosis comes out of the blue and is scary, painful and traumatic, it is treatable and you can recover. There is hope."

Understanding the importance of reducing the stigma around mental health, Gabrielle has since collaborated on the program design of the new parenting helpline, ForWhen, contributing insights from her own journey and ensuring that other parents have access to timely and judgment-free support when they need it most.

CREATING HEALTHY BEGINNINGS

About Connecting the Dots

Connecting the Dots is a national early childhood nutrition service delivered in partnership with Karitane and the Healthy Beginnings research team at Sydney Local Health District. The service launched in October 2021 and is funded by the Commonwealth Department of Social Services to run until June 2024.



Connecting the Dots aims to improve early childhood nutrition literacy and self-efficacy for parents and carers, health professionals, and early childhood educators.

CTD provides interactive online nutrition workshops and resources to parents and professionals to support families with young children in the first 2,000 days.

The CTD stakeholder committee has 20 stakeholders from Government, non-for-profit, and University organisations with expertise in a variety of topics, including food security, health literacy, mental health, feeding practices, nutrition, oral health, and child development.

Since December 2021, CTD has delivered **81** nutrition workshop webinars to **470** families, on a variety of topics, including starting solids, fussy eating, pre-and postnatal nutrition and a live Q&A session.

91% of parents/carers reported they learnt to influence how they feed their child. The remaining participants were pregnant or said they were already using the strategies mentioned in the webinar.

95% of Child and Family Health Nurses agreed or strongly agreed that the training gave them new knowledge that can be applied in clinical practice.

Since June 2022, CTD has delivered **five** interactive online professional development workshops on Early Childhood Nutrition and Obesity Prevention to over **100** child and family health nurses.

Top Achievements

1. Developed five professional development presentations and four parent webinar presentations
2. RACGP accreditation gained for one professional development presentation
3. Developed six three-minute videos for primary health care professionals
4. Awarded additional seed funding grant (\$43,000) to co-design and culturally adapt webinars with CALD families.

FAMILY FRIENDLY WORKPLACE ACCREDITATION

At Karitane, we understand the important role families play within our organisation, and the need to embed a workplace culture that supports working families to thrive at home and at work (page 46).

We are proud to be a founding partner of the Family Friendly Workplaces Initiative and one of the first companies in Australia to be certified as a Family Inclusive Workplace™ led by parents@Work and UNICEF Australia. Other founding and supporting partners include Commonwealth Bank, Deloitte, Noavrtis, QBE, Randstad Risesmart, AGL, APRA, Genea, HESTA, HSBC, IBM, ING, KidsCo, KPMG, Macquarie, Medibank, Microsoft, Comcast NBC Universal, Norton Rose Fulbright, Ooh Unmissable and PEXA.

There are now **78** companies signed up for the Family Friendly Workplace Accreditation initiative.

This means, Karitane has been benchmarked against best practice guidelines and adopted a work and family action plan into our culture. Our policies and practices support employee's family, career and wellbeing needs.

BREASTFEEDING FRIENDLY WORKPLACE.

We proudly completed the re-accreditation process as a Breastfeeding Friendly Workplace. This accreditation from the Australian Breastfeeding Association ensures Karitane remains committed to implementing family friendly practices, enabling our employees to make the choices they need to make for the health of their babies and family, so that they can concentrate on being their best at work and home.



LEADING THE WAY EXPANDING OUR INTEGRATED CARE HUBS

In alignment with the NSW Health First 2,000 Days Framework, we have added another Integrated Care hub to our suite of services since we first established them in 2018. Karitane partnered with South Eastern Sydney Local Health District (SESLHD), the local community and service providers to respond to a need for place-based health services for women, children and families living in the Wolli Creek area of Sydney.

In this culturally diverse area with increased rates of vulnerability for children, high predicted birth rates and inequitable access to services, the need for an integrated, seamless stepped model of care was identified. Following an extensive co-design period over 18 months the Wolli Creek Hub successfully opened on 1 June 2022 with Karitane, St George Hospital Maternity Service, SESLHD's Child and Family Health Nursing Service, the Women's Health Program and has quickly expanded through the community to include the Cross Cultural Worker Program and Speech Pathology that was supported by TQM Design & Construct and a supportive Philanthropist.

This jointly-funded, jointed-governed, place-based collective impact initiative will be independently evaluated over the first 12 months to identify key aspects of its development as an integrated service. The evaluation will ensure consumer engagement, data-driven decision making and key learnings are used to continually improve the service model and be replicated in future integrated care hub design.

NATIONAL TELEPRACTICE PROGRAM

Karitane has extended our partnership with the Parenting Research Centre to deliver Phase 2 of the NGO Telepractice Venture, supporting the transition to hybrid models of service delivery for the non-government child and family sector. Building on Phase 1's development of telepractice resources, 2022 has focused on building the capacity of organisations to embed telepractice as a sustainable, tailored service delivery option in hybrid models of care.

This change aims to move telepractice beyond a pandemic emergency response to a strategic, planned, designed and viable option for families. With little evidence to guide this large sector, this national Venture has provided guidance to implement hybrid models of care consistently through sharing learning in Communities of Practice, and by providing workshops and resources on key implementation drivers to meet the current needs of members seeking to embed this new way of working across their organisation.

Over 20 organisations this year have benefited from the Venture, funded by the NSW Department of Communities and Justice, the Association of Children's Welfare Agencies, Key Assets Australia, The Smith Family, Life Without Barriers, Uniting, Social Futures, and Lifestart Co-operative Ltd.

We would also like to acknowledge key supporters:

- My Forever Family NSW
- Wanslea
- Catholic Care Wilcannia-Forbes

CONNECTING FIRST NATIONS FAMILIES AND COMMUNITIES

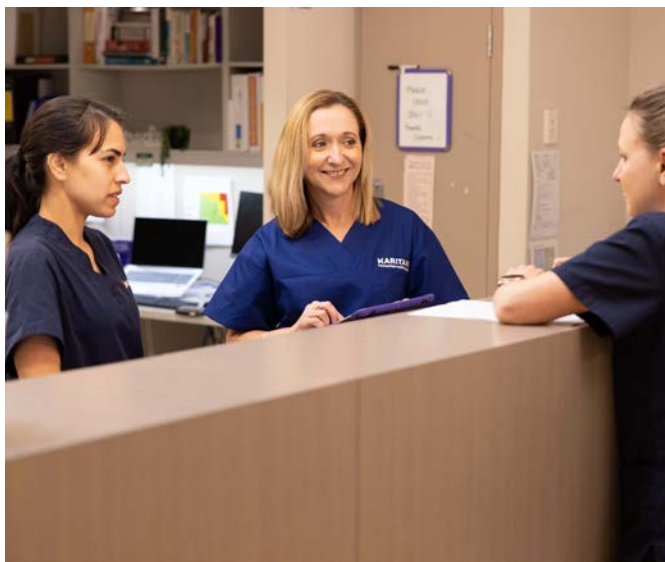
Karitane continued to grow and engage with First Nation families across our parenting support services.

We provide support through our early supported playgroup in Woolloomooloo and our Volunteer Family Connect Program in Taree.

In 2021/22, we supported over 110 First Nations people (160 supported in 2020/21).

Work also began on a Reconciliation Action Plan for Karitane in conjunction with Reconciliation Australia. The Reflect RAP will provide a framework that continues to strengthen respectful relationships with First Nation communities and is expected to be released in late 2022 (page 43).





As a result, the Course Coordinator from WSU Rachel Gregory-Wilson received a Teaching and Learning Award for this innovative update to the course

During the 12-month rotation, new graduates are supported and mentored by experienced CFH nurse and educators to gain skills in supporting vulnerable parents and their children, as well as completing two units from the WSU Graduate Certificate of Child and Family Health.

We also partnered with Charles Darwin University to strengthen the education and training of midwifery and nursing students in the field of perinatal mental health.

INNOVATIVE WORKFORCE CAPACITY BUILDING PROGRAMS

In a first for NSW, Karitane collaborated with Western Sydney University (WSU) to develop two key initiatives to address the ageing workforce in child and family health (CFH) and nursing. Karitane and WSU worked closely together to develop the first Virtual Clinical Placement for the postgraduate students completing the CFH course.

This change to the curriculum allows students to

- experience a consistent clinical placement
- take annual leave from their current places of employment or
- travel long distances, which is critical for students living in rural and regional centres- it has facilitated access for all, including those that have caring responsibilities.

Karitane developed over **35** individual sessions for students that included valuable clinical reflections with experienced child and family health nurses and educators.

Some comments from students included:

"The virtual placement afforded me the opportunity to engage with the most senior and experienced staff at Karitane, which fulfills my highest expectations of what a postgraduate education could offer... it also removed any transport time and organisational difficulties."

Dr Hazell-Raine commenced a conjoint position as Charles Darwin University Nursing and Midwifery Senior Lecturer. This is an exciting training unit, that explores culturally-sensitive approaches for First Nations, immigrant and refugee populations. It also provides more training options and will help build a stronger perinatal mental health workforce for the future.



"It's not just about the parents' mental health, but the whole state of health. We can get in there to assist and identify problems. To do an assessment, to provide great information, to really empower and inform parents.

And that's not to put the weight of burden on the parent, but it's to look at the opportunities that we can provide support for them." – Dr Hazell-Raine, ABC interview.

COVID-19 PANDEMIC CHALLENGES

- The implementation of COVID-19 safe guidelines as we returned to face-to-face clinical services in November 2021.

We were delighted to welcome families back to our services. Our staff ensured the safety of families and staff by following guidelines from NSW health.

OUR RESEARCH

\$4.99m in partnered research funding

15 clinicians provided with PCIT training across Australia

10 peer-reviewed journal articles and **2** book chapters published

62 NSW clinicians were trained in family partnership

4 international and national conference presentations

Karitane conducted their first international training with **6** New Zealand PCIT clinicians trained virtually

OVERVIEW

Karitane conducts research to inform the evidence-based of our clinical service delivery, contribute to wider knowledge and scholarship, and to ensure families receive the best interventions, advice and support available.

Karitane has a longstanding research partnership with the University of New South Wales (UNSW) Discipline of Psychiatry and Mental Health, and was pleased to see a continuation of the Karitane-UNSW perinatal and infant mental health academic partnership. This partnership aims to continue to expand a perinatal and infant mental health research program at Karitane, provide leadership for the development of perinatal and infant mental health services within Karitane, and contribute to UNSW undergraduate and postgraduate training, and supervision of Higher Degree Research students.

The Karitane research group comprises Associate Professor Kohlhoff (group leader), Ms Sophia Harris (Research Officer), Ms Nicole Traynor (Research Assistant), Ms Sara Cibralic (PhD student), Ms Vivian

Chau (PhD student) and Ms Praveena Rajaswaran (PhD student) and four undergraduate UNSW research students (Hannah Chau, Caitlin Young, Sarah Lee, Angelique Roth). The team also collaborated with clinical teams at Karitane, and with researchers and clinicians from across Australia and internationally.

The team has partnered on numerous funded research partnership projects, valued at \$4.99 million research funding.

HIGHLIGHTS

1. TODDLER RESEARCH

The toddler years can be an exciting but challenging time for many families, and toddler development and interventions have been a strong research focus for Karitane.

The Karitane research group continued follow-up assessments with the 90 families who participated in the 'Karitane My Toddler and Me' study, a Randomised Controlled Trial testing outcomes of Parent-Child Interaction Therapy – Toddlers (PCIT-T) and Circle of Security – Parenting.

Key study findings were that the PCIT-T program led to significant improvements in parental skills and sensitivity, and in child behaviours. Results from this study were presented at the PCIT International conference in Florida, the NSW Health Perinatal and Infant Mental Health Symposium, and the Australian Institute for Family Studies conference in Melbourne.

The team was awarded an Ingham Institute Mental Health Research Grant to commence a second pilot research trial examining outcomes of PCIT-T delivered via telehealth, as a preventative intervention for families with young toddlers (12-18 months) and psychosocial risks.

2. KARITANE FAMILIES STUDY

The Karitane Families Study continued this year at the Carramar Residential Unit, aiming to develop a suite of parent-report outcomes tools (including the Karitane Family Outcomes Tool; KFOT) for use at early parenting services such as the Karitane Residential Unit, and to test outcomes of the in-person and virtual residential unit outcomes. The study demonstrated the validity of the KFOT and a new infant sleep-focused outcome scale, and showed both the in-person and virtual programs to be associated with significant improvements in a range of areas, including parenting self-efficacy and infant sleep. Qualitative feedback from parents highlighted consumer satisfaction with the new virtual program, as well as the many benefits experienced by families.

3. FORWHEN EVALUATION

The UNSW-Karitane research team commenced the evaluation of the ForWhen program, a new, federally funded Perinatal Mental Health navigation program delivered by Karitane, the Australian Association of Parenting and Child Health (AAPCH), UNSW and Parenting Research Centre (PRC). A systematic review of currently available Perinatal and Infant Mental Health (PIMH) Navigation models worldwide was conducted, highlighting a need for PIMH focused programs, and for implementation and outcomes evaluations. The UNSW-Karitane evaluation will play an important role in assessing clinical and implementation outcomes, and informing ongoing service development and delivery.

4. RESEARCH PARTNERSHIPS

Karitane has continued to be a partner on a number of major research initiatives throughout 2021-2022 including:

- Early Life Determinants of Health (ELDoH) clinical academic group within the Sydney Partnership for Health Education (SPHERE)
- BestSTART-SW (System Transformation and Research Translation) – South West Sydney Academic Unit for Child Health Research.

Karitane is also delighted to be an active partner on a number of translational research grants including:

- NSW Health COVID-19-19 Research Grant
- NSW Health Translational Research Grant Scheme (TRGS) grant
- National Health and Medical Research Council (NHMRC) Partnership Project (2019-2023).

In 2023 we will commence an Australian Research Council funded partnership project entitled 'Integrated Kids Hubs - Ensuring Equity of Access for Children', in partnership with UNSW, Mission Australia First Steps Count (FSC) Inc., Mission Australia, and Australian Research Alliance of Children and Youth (ARACY).

Karitane has partnered with a number of health, community and university-based organisations to conduct specific translational research projects. Partners include:

- South Western Sydney Local Health District
- Western Sydney University
- University of Sydney
- West Virginia University
- Griffith University
- Parenting Research Centre

CURRENT KARITANE-LED RESEARCH PROJECTS

- The Karitane Families Study – a study that aims to validate a suite of parent-report outcome tools for use in early parenting services, and examine outcomes of the virtual and face-to-face formats of the Karitane Residential Unit program intervention.
- ForWhen evaluation – a mixed-method evaluation of the ForWhen program, a perinatal mental health navigation program, funded by the Australian Federal Government and led by Karitane and the Australasian Association of Parenting and Child Health.
- Emotional connection and contagion – an evaluation of an arts-based and biofeedback professional development program for child and family health nurses and midwives at the Karitane Residential Unit.
- The 'My Toddler and Me' study – a randomised controlled trial testing outcomes of two attachment-based early parenting programs for toddlers with early onset disruptive behaviours, Parent-Child Interaction Therapy – Toddler (PCIT-T), and Circle of Security – Parenting (COS-P).
- PCIT-T as prevention pilot study – a pilot study testing outcomes of Parent-Child Interaction Therapy – Toddler (PCIT-T) delivered as a preventative intervention for toddlers with psychosocial risks.
- 'Keeping the Infant in Mind' – a longitudinal study investigating links among parental sensitivity and mentalization, child temperament factors, and callous-unemotional traits in early childhood.
- Evaluation of the Pre-Admission Midwife Appointment Program at the Mater – an evaluation of antenatal psychosocial assessment and depression screening program at a private hospital, and a longer-term follow-up to assess child outcomes across the pre-school and early school years, conducted in collaboration with the Mater Hospital and Gidget Foundation Australia.
- The neurobiology of Disruptive Behaviour Disorder subtypes in early childhood and parenting sensitivity – an Australian Research Council funded study investigating the role of the oxytocin receptor gene in the development and treatment of disruptive behaviours in toddlers.

KARITANE PARENTING INSIGHTS REPORT

The Karitane Parenting Insights was completed in November 2021.

Over 1,000 parents from across Australia with children under five years of age were surveyed across three key areas:

1. Parenting challenges, their impact and seeking support

2. Parenting information and support

3. Parenting through the pandemic

KEY HIGHLIGHTS FROM KARITANE INSIGHTS REVEALED:

85%

of parents say they have a moderate to high need of support

79%

of parents sought help at the time they were experiencing challenges



The number 1 challenge is sleep and settling followed by parent mental health, breastfeeding, feeding and toddler behaviour



Reasons parents do not seek support range from unsure where to go or how to access, concerns about cost, and stigma or fear of judgement

42%

of parents wished they had asked for help earlier

"The biggest gift you can give to a child is the tool of sleep. I really feel confident that Karitane have given us the tools to continue it at home and to help Sachi. I trust him to tell me what he needs, I trust myself to know what he needs.

Honestly, Karitane changed our lives." – Yael



GOVERNANCE

Karitane has a robust governance framework underpinning the delivery of high-quality evidence-based healthcare in a safe, efficient and transparent operating environment.

Through a sustained focus on safety, quality and consumer satisfaction, Karitane continues to provide efficacious, value-based care, ensuring positive outcomes for individual clients and the community.

Through incident and risk management, hazard identification and continuous quality improvement, Karitane has consistently achieved excellent results in all external audits, performing with high levels of compliance across the Australian Council on Healthcare Standards (ACHS) accreditation, work health and safety, food safety, and security.



OUR SAFETY COMMITMENT

Karitane is committed to the health and safety of all team members, including the psychosocial wellbeing of individuals.

WORK HEALTH & SAFETY (WHS)

Through incident and risk management, hazard identification and our continuous improvement programs, Karitane provides a safe environment for clients, visitors and staff.

Karitane has an active Work, Health & Safety Committee, which includes elected Health & Safety Representatives from workgroups across the organisation, including medical and allied health, nursing, administration, and general services.

The Work, Health & Safety Committee promotes safety through monthly communications and a National Safe Work Month competition.

GOVERNANCE SAFETY & QUALITY

Karitane continues to provide high-quality healthcare in a safe, efficient, and transparent environment.

Karitane's COVID-19 response prioritised keeping families and staff safe. We aligned all our policies, practices and procedures with NSW Health recommendations.

Screening of staff, visitors and contractors has been in place throughout the pandemic.

Vaccination of staff across the organisation for COVID-19, is prioritised, with 100% compliance for frontline health workers.

Karitane has consistently achieved excellent results in external audits.

**WORK HEALTH AND SAFETY AUDIT
WAS 96.8% COMPLIANCE**

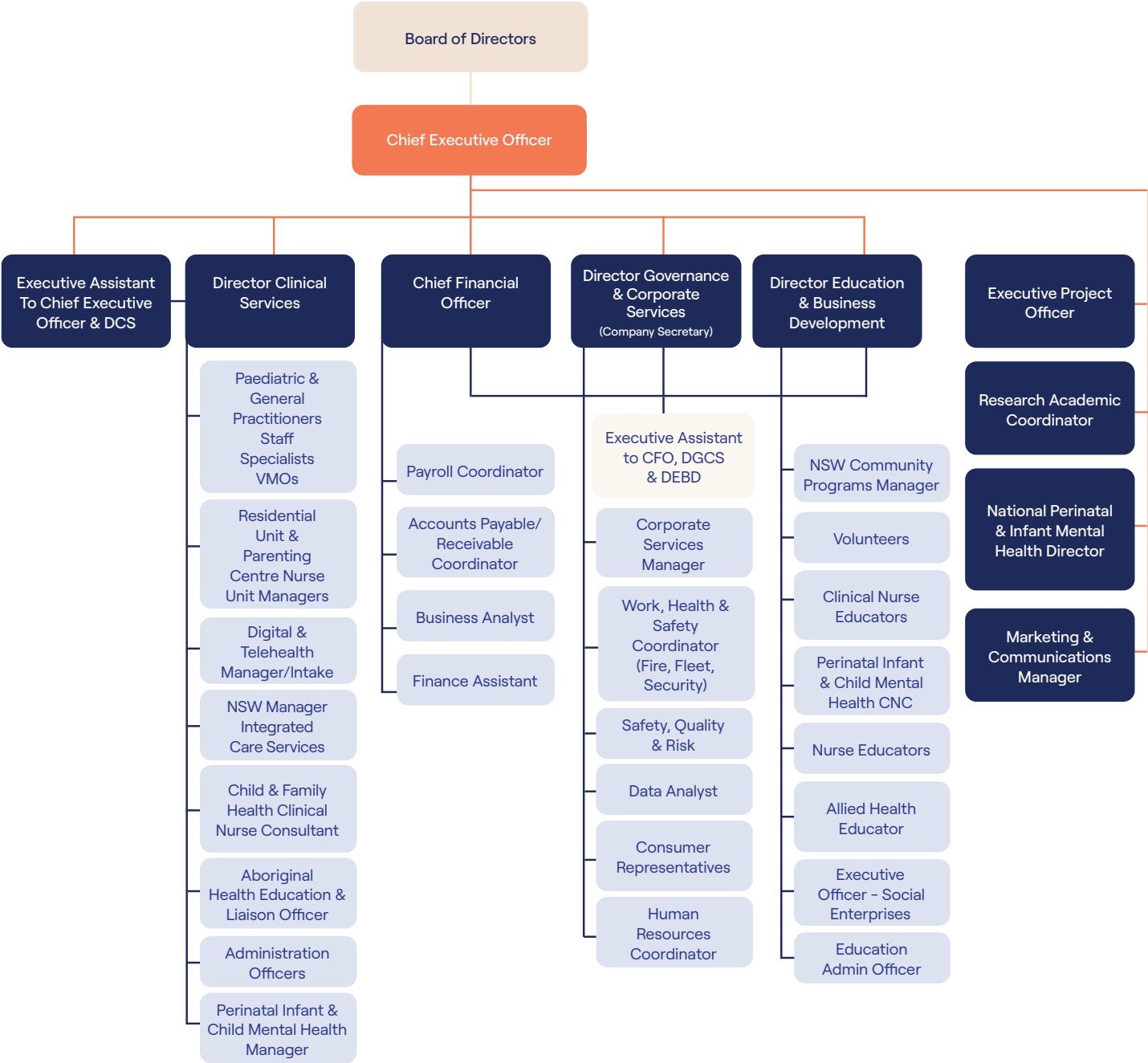
**SECURITY IMPROVEMENT AUDIT
WAS 100% COMPLIANCE**

OUR PEOPLE

Karitane is a dynamic workplace with a culture that reflects our values of innovation, excellence, respect and collaboration. We are committed to inclusion and wellbeing so our people can thrive.

We are a certified family-inclusive organisation (page 46); supporting parents is what we do but is also very much who we are. It is equally important for us to support the many working parents in our organisation to juggle their career with caring responsibilities.

ORGANISATIONAL STRUCTURE



OUR WORKPLACE

Karitane offers a wide variety of exciting and rewarding career opportunities for clinical and corporate support professionals. We believe our people are our most important asset.

Karitane is an accredited family friendly workplace with a strong culture of success that reflects our organisational values of innovation, excellence, respect and collaboration. We are committed to supporting our people with flexible work practices to help them balance family and caring responsibilities enabling them to have a rewarding career.

We are a founding partner of the Family Friendly Workplaces Initiative and one of the first companies in Australia to be certified as a Family Friendly Inclusive Workplace and an accredited Best Practice Breastfeeding Friendly Workplace (page 37).

The Karitane team are passionate and highly engaged, making a difference to the lives of families.. We support each other and provide excellent professional development opportunities (page 47).

At Karitane, we provide a range of staff benefits, including:

- professional development, supervision and mentoring
- opportunity to salary package up to \$16,050 tax free (as a not-for-profit and registered charity)
- additional leave, an accrued day off once a month where applicable
- flexible work practices
- employee assistance program
- wellbeing support package
- Perkbox reward and recognition program
- discounted gym membership.

CODE OF CONDUCT

Our employees must adhere to Karitane, NSW Ministry of Health and Professional Code of Conduct and Ethics.

Employees need to be aware of and act within the bounds of NSW Ministry of Health:

- equal employment opportunities policy
- anti-discrimination policy
- NSW Health Zero Tolerance Policy.

RECRUITMENT

We welcomed 25 new staff members during the year.

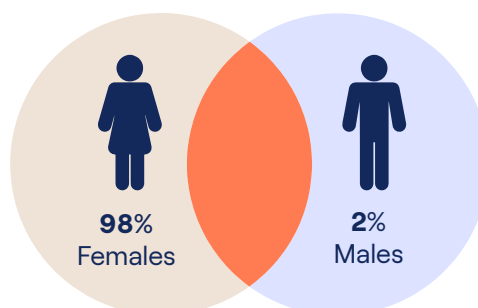
Applicants are required to commit to equal employment opportunities and work, health and safety.

We follow all mandated NSW Ministry of Health mandatory policies and procedures to ensure we have a safe and high-quality service and to support our people.

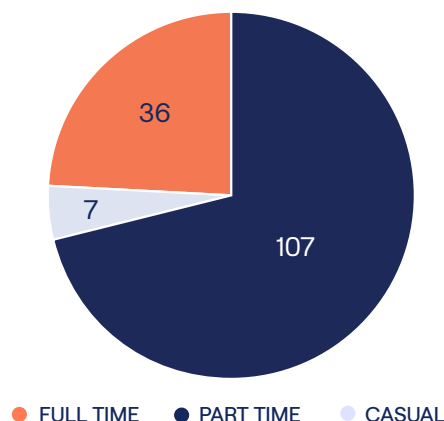


OUR TEAM

We are unique in that our staff base is **98%** women and over **71%** of staff are working part-time.



STAFF EMPLOYMENT BREAKDOWN



DEVELOPING PROFESSIONALS

Karitane offers professional development and training for health care professionals.

Our leadership in education includes the delivery of parent-child interaction therapy training, family partnership training, toddler workshops and specialised workshops on sleep and settling, brain development and toddlers and leading the WSU Masters in Child & Family Health (Karitane).

WELLBEING COMMITTEE

The Wellbeing Committee has worked on building a culture of wellbeing across the organisation. This past year we did a short survey to do a wellbeing check on how we're going. The organisation told us:

88% said we're doing "good to excellent" in supporting wellbeing



Most common wellbeing activity was attending celebrations

65% are attending wellbeing activities outside of work on a daily – weekly basis

Top four suggestions for wellbeing activities from the organisation:

- More face-to-face gatherings
- Wellbeing spaces, including improved outdoor areas
- Meditation
- Exercise groups – walking, yoga, dance

Based on feedback from the organisation The Wellbeing Committee finalised the Wellbeing Pillars Karitane will focus on and will form the basis of the Wellbeing Strategy, which was launched at our Annual Innovations Day in May.

- Physical Wellbeing
- Mental Health Wellbeing
- Healthy Workplace Culture
- Healthy Workspaces

The Wellbeing Committee has developed an action plan and continue to build a culture of wellbeing for every person at Karitane, particularly as we navigated through COVID-19.



Our team celebrating "Sparkle Innovations day".

OUR WELLBEING COMMITTEE

- Suzie Jaber
- Sarah Barter
- Genevieve Fisher
- Dr Winston Lo
- Angela Petridis
- Sharlene Vlahos
- Kathy Breen
- Robyn Sargent
- Louise Baker

INNOVATIONS DAY 2022

This year Karitane was able to come together after two years to celebrate the achievements of our organisation at our Annual Innovations Day. This year in recognition of the amazing work of the whole organisation, we were able to attend Doltone House at Jones Bay Wharf, the theme "bring your sparkle".

What a wonderful celebration of the achievements of Karitane and an opportunity to plan and focus on the future directions.

FAMILY PARTNERSHIP TRAINING

Karitane continues to provide leadership of Family Partnership in NSW. Family Partnership forms the basis of our practice at Karitane and as restrictions have lifted, we have been able to return to delivering face to face foundations courses and also build capacity across NSW. We have trained more Family Partnership Facilitators allowing local health districts to train their own teams– a total of 18 facilitators are now delivering FPM training across the state.

Karitane remains committed to the fidelity of family partnership at Karitane and worked closely with the team from The Centre for Community Child Health (MCRI) to complete the Family Partnership Quality Standards as set by Centre Child and Parent Support (CPCS UK).

OUR PATRON

THE HONOURABLE JILLIAN SKINNER WAS APPOINTED PATRON FOR KARITANE IN 2022.

Ms Jillian Skinner was notably the Deputy Leader of the NSW Parliamentary Liberal Party, Minister for Health and Minister for Medical Research. She retired from NSW politics in 2017 after 20 years, famously having held more experience in the health field than any other politician in Australia.

Ms Skinner began her career as a journalist, and in addition to her honourable political career, she has also run her own business, worked in the public sector and served on many community and advisory boards including the NSW Women's Advisory Council and the NSW Youth Advisory Council.

Since leaving politics, Ms Skinner has continued to make instrumental contributions to health-related matters and her experience, drawn from not only her decorated political career and integrated care services, but also her experiences as a mother and through her passion and support for areas of health and research making Ms Skinner the ideal Patron for Karitane.



"I am proud to join Karitane as Patron. I have long held Karitane in high regard and know well the tremendous benefit the organisation has brought to so many families, the innovative expansion of its evidence-based services through the use of digital platforms, expanded partnerships and focus on new models of care – with particular attention to Perinatal Infant Mental Health Services. Karitane genuinely transforms the lives of so many Australian families and I look forward to supporting the great work that they do."

– The Honourable Jillian Skinner, Karitane Patron.

OUR AMBASSADORS



STEVE 'COMMANDO' WILLIS

Steve is the embodiment of today's modern working dad who also appreciates the rewarding, and at times challenging journey of being a parent to his four children.

Through this long-term partnership, Steve continues to assist us with raising awareness and visibility of the role of dads, the importance of their emotional connection to their children, balancing a career with parenting, and not being afraid to seek support.

Steve's fatherhood journey aligns with Karitane's purpose of enhancing parent-child relationships, building parent capacity, advocating for and supporting families and young children and strengthening a family's connection with supports inside their community. At Karitane, we celebrate the evolving role of dads in today's society. With Steve, we hope to continue to reach more dads in our communities and support them to be the dad they want to be.



LAURA JAYES

Laura Jayes is a leading political reporter and anchor of Sky News Australia's AM Agenda.

She is mum to Billy (two years) and Sophie (five years) whom she shares with her husband, Alex Hart.

Together, Laura and Alex are the embodiment of present parents who share the parenting workload in order to both be able to fulfil rewarding careers whilst also having strong and positive relationships with their children – very much aligned with Karitane's values.

Laura's national presence continues to help Karitane grow our awareness in the media and subsequently gain the attention of relevant political figures.

BOARD OF DIRECTORS



Lee Carpenter

Chair
CPA, MBA, GAICD



Elyse Jeffress

Vice Chair, Chair: Audit, Risk
& Governance Committee
LLB (Hons), GradCertHPol



Charmion Ingram

Treasurer, Chair:
Finance Committee
BFA, MBC, DFP, GAICD



Bernadette Keenan

Chair: Nominations
Committee
RN, Orthopaedic Nursing Certificate,
Sterilising Technology Certificate,
BHA (UNSW), GAICD



Lesley Jordan

Director, Chair of the Clinical
Governance Committee
Dip App Sc (Nursing), CM, Grad
Cert Women's Health, MHM (with
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Marion Skulley

Chair: Innovation &
Business Development
Committee
MBA IMD Lausanne,
GAICD, Dip Psych



Dr Sharyn Wilkins

Vice Chair, Chair: Clinical
Governance Committee
MBBS 1985, GAICD,
Family Medicine Program,
Family Planning Certificate
Retired October 2021



Garth Ross

Director
BBus



Kathy Jones

Director
ADipEd, MAICD



Nicholas Nogarotto

Director
BA Economics (BEC)



Sarah Barter

Director
BA Psych, LLB, MPH



Professor Valsa Eapen

Director
MBBS, DPM, MRCPsych, Dip Family
Therapy, PhD, FRCPsych, FRANZCP

➤ Detailed information on each of our Karitane board members is available on our website:
<https://karitane.com.au/our-team>

EXECUTIVE TEAM



Grainne O'Loughlin

CEO & Company Secretary
BSc (Hons) Sp. Th., MBA, GAICD



Angela Wood

Director: Clinical Services
Dip Applied Science, Nursing, Grad
Dip Child and Family Health, Grad
Dip Critical Care Nursing,
Dip Management



Dushi Goonesekera

Chief Financial Officer
BA Business Administration,
Member of CPA Australia and
UK (ACMA), Chartered Global
Management Accountant (CGMA)



Sharlene Vlahos

Director Education &
Business Development
BA Nursing; Cert Child and Family
Health; Master of Nursing -
Clinical Leadership Management
Certificate Executive
Management and Leadership



Karen Edwards

Director Corporate Services
& Governance & Company
Secretary
B.A Honours, Grad Cert Adult Ed,
M.Clin Psych

VOLUNTEERS

Our Karitane volunteers help families deal with the challenges of parenthood. A detailed training and support program is available through Karitane.

In 2021/22, there were 50+ volunteers supporting Karitane's services.

Thank you to the dedicated team of passionate volunteers listed below.

Amanda Milwain

Amanda Wesley

Amy Kiss

Amy Rogers

Anastasia Harvey

Aneeka Ferdous

Anna Duncan

Audrey Leishman

Barbara Anderson

Carol Jeffree

Catherine Corbett

Clarie Morgan

Danielle Treadgold

Debbie Corlet

Deborah Saad

Dell Williams

Denise Ghali

Elizabeth Saunders

Fridah Muringi

Georgia McCudden

Gladys Aguliar

Hailey Thompson

Helen Arabzadeh

Irene Gowans

Jacqueline Rogan

Jade Coe

Jean Michaels

Jennifer Pascoe

Jenny Hanger

Joan Garriock

Karen Carpeter

Kate Bowling

Katherine Isaac

Katrina Hall

Kay Walsh

Keisha Simon

Kerrie Meldrum

Kristina Costi

Leanne Blaker

Leanne Lambros

Ligia Vasquez

Lyn Ifedioranma

Marelyn Saez

Marg McLean

Margaret (Maura)
Larkin

Mary Scott

Naomi Davies

Nichola (Nicky) Driver

Peggy Kemp

Quinne Ponseca

Robyn Howarth

Robyn Jacobs

Robyn Sales

Ruth Waters

Samantha Cassar

Sharon Mann

Vanessa Shanchez

CONSUMER REPS

Ruth Altman

Gabrielle Pegrem

FINANCIAL OVERVIEW

TREASURER'S REPORT

We have seen further strong growth in FY 21/22 despite the challenges faced during the height of the pandemic and we achieved an operating surplus of \$785,610 for the Financial Year 2021–2022, compared to an operating surplus of \$415,383 in the prior year.

FY 2021/22 has been an extraordinary year for Karitane, with our revenue growing to \$15.8 million (2021: \$12.8). We were recipients of the Commonwealth Department of Health \$9.44M Emerging priorities grant and commenced delivery of the National Perinatal Infant Mental Health ForWhen program. This work is delivered in partnership with Karitane as the lead agency of a consortium with AAPCH members, Parenting Research Centre and UNSW. We also received new funding to commence the National Nutrition Project Connecting the Dots for Healthy Beginnings in Early Childhood, funded by the Commonwealth Government. Both programs have contributed to our growth in revenue for the year.

Our total revenue is a combination of funding from State & Commonwealth Governments, Philanthropists, Non-government organisations, Charitable trusts/foundations, corporate partners and fee for service education services, all of which have increased steadily, ensuring we support families to access specialist early parenting services in Australia.

Our Commonwealth, state and local government funding is 89% of our total revenue and our government revenue has increased by 31% in FY 21/22.

We have continued to see an increased demand for our services, including in our regional hubs and through our growing partnerships with NGO partners – reflective of the much needed boost to the Volunteer Family Connect program, Family Partnership Training, Parent–Child Interaction Therapy Training and to the launch of our new Empowering Parents Empowering Communities (EPEC) programs in the regions.

Our donation revenue increased by 35% from the previous year and we are ever grateful for our generous philanthropists, charitable trusts and foundations for their continued contributions of \$1.5M. This funding has assisted us to deliver much needed services in metropolitan, rural and regional NSW as families continue to experience many challenges and isolation in the wake of the pandemic.

The total expenditure on programs and activities for the year was \$15 million (2021: \$12.4 million), representing an increase of 21% from the prior year.

Our continued investment in information technology and digital services will continue to support the delivery of our growing suite of virtual services and digital training and professional education opportunities.

Karitane's net assets at 30th June 2021 were \$18.2million (2021 \$16.3 million), providing a strong platform for continued growth.

We were delighted to be awarded a NSW Health Grant to further expand our internationally recognised Parent–Child Interaction Therapy (PCIT) program to reach more NSW families. We are also excited to be working with South West Sydney Local Health District to refurbish the current Birunji Unit at Campbelltown Hospital. With this funding from the NSW Government, Karitane will consolidate current residential services into a 19– bed Unit in NSW operating 19 family suites at Campbelltown, to provide better access to our NSW families from FY 23/24.

The Karitane Board and the leadership team is committed to ensuring solid, sustainable fiscal management and on behalf of Karitane and the Board, I sincerely thank all of our funders, including the NSW Government, Australian Government, NSW Ministry of Health, South Western Sydney Local Health District, South Eastern Sydney Local Health District, Perpetual IMPACT Philanthropic Funds, Newcastle Permanent Charitable Trust, corporate and NGO partners, major donors, our regular givers, trusts and foundations, clubs, local councils and sponsors for their continued generosity and support.



Charmion Ingram

Treasurer

"As a regional family, the virtual service was so amazing to have access to. Getting to metro areas is extremely hard as a single parent of 2 small kids, so this has been a life saver." – Parent, VRU



FINANCIAL STATEMENTS

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2022

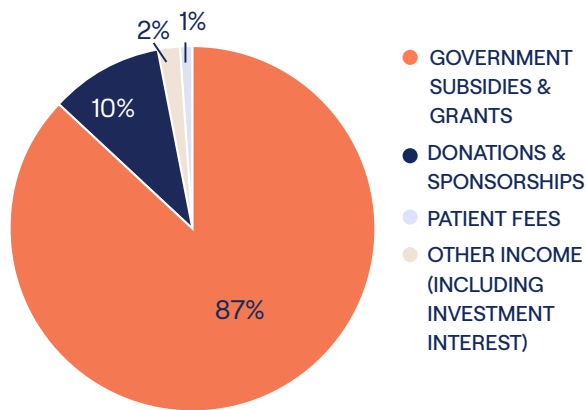
	2022 \$	2021 \$
REVENUE FROM CONTINUING OPERATIONS	15,251,116	10,873,941
Other revenue and income (expense)	572,843	1,943,124
TOTAL REVENUE AND OTHER INCOME	15,823,959	12,817,065
EXPENSES		
Employee benefits expenses	(10,602,872)	(9,396,167)
Depreciation and amortisation	(445,228)	(560,575)
Occupancy expenses	(753,898)	(596,768)
Fees written off	(17,094)	(60,229)
Provision for doubtful debts	2,437	(7,610)
Printing and stationery expenses	(96,816)	(92,009)
Telephone expenses	(75,362)	(52,849)
Repairs and maintenance expenses	(280,547)	(302,917)
VMO expenses	(220,997)	(236,552)
Consultancy expenses	(593,791)	(434,568)
Other expenses	(1,954,181)	(661,438)
TOTAL EXPENSES	(15,038,349)	(12,401,682)
NET SURPLUS FOR THE YEAR BEFORE INCOME TAX EXPENSE	785,610	415,383
Income tax expense	-	-
NET SURPLUS FOR THE YEAR	785,610	415,383
OTHER COMPREHENSIVE INCOME		
Revaluation of land and buildings	1,038,727	1,012,753
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	1,824,337	1,428,136

FINANCIAL STATEMENTS

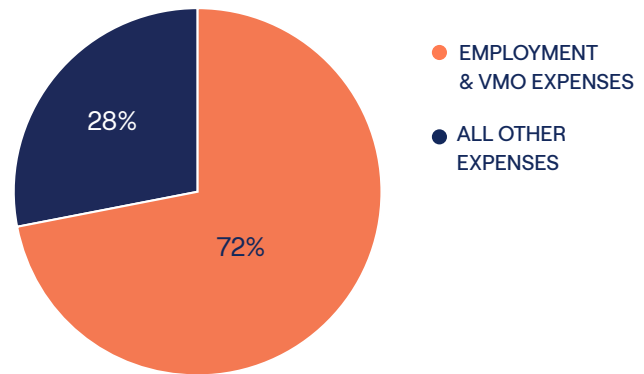
STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
CURRENT ASSETS		
Cash and cash equivalents	4,732,103	3,223,988
Trade and other receivables	241,549	557,132
Financial assets	5,529,017	5,510,424
Other assets	82,638	92,887
TOTAL CURRENT ASSETS	10,585,307	9,384,431
NON-CURRENT ASSETS		
Property, plant & equipment	14,477,062	13,529,532
Right of use asset	265,975	-
Financial assets	517,965	575,187
TOTAL NON-CURRENT ASSETS	15,261,002	14,104,719
TOTAL ASSETS	25,846,309	23,489,150
CURRENT LIABILITIES		
Trade and other payables	1,239,938	1,487,892
Employee entitlements	2,870,180	2,539,803
Lease liability	64,721	592
Contract liabilities – revenue in advance	3,021,614	2,919,460
TOTAL CURRENT LIABILITIES	7,196,453	6,947,747
NON-CURRENT LIABILITIES		
Employee entitlements	138,928	156,382
Lease liability	301,570	-
TOTAL NON-CURRENT LIABILITIES	440,498	156,382
TOTAL LIABILITIES	7,636,951	7,104,129
NET ASSETS	18,209,358	16,385,021
FUNDS		
Accumulated funds	10,392,129	9,606,519
Reserves	7,817,229	6,778,502
TOTAL FUNDS	18,209,358	16,385,021

TOTAL REVENUE



TOTAL EXPENSES



DONORS & PARTNERSHIPS

As a not-for-profit organisation and registered charity, we are very grateful to all our partners and donors for contributing to our success. We thank the following organisations for their generous support to Karitane to provide the highest level of care for Australian families.

FUNDING PROVIDERS



TELE PRACTICE INVESTOR GROUP



Communities and Justice



CatholicCare
Wilcannia-Forbes



everyone's family



COMMUNITY PARTNERS



everyone's family



SUPPORTERS



DONATIONS

A special thank you to our private donors, for the generous donations to support the work and research at Karitane.

HOW TO DONATE

If you would like to make a tax-deductible donation, become a Karitane Angel or organise a fundraising activity to raise funds for Karitane, please visit www.karitane.com.au/donations or scan the QR code today!

OUR PAYMENT OPTIONS



Credit card



EFT

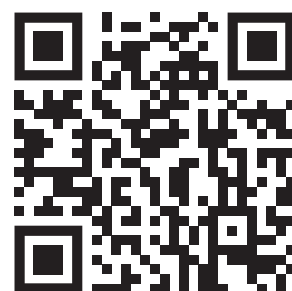


Cheque

Cheques – Please make payable to Karitane

EFT – BSB: 062265 Account: 1539034 (Ref- Donation)

All donations and community grants are used to support more families with our life-changing services.



GLOSSARY

ACHS: Australian Council on Healthcare Standards is an independent, not-for-profit organisation dedicated to improving quality in health care, representing governments, consumers, and peak health bodies throughout Australia.

AAPCH: Australasian Association of Parenting and Child Health, a national organisation of key agencies in Australia and New Zealand providing early parenting services.

CFH: Child and family health.

COVID-19: Coronavirus disease.

CTD: Connecting the Dots, an early childhood nutrition literacy and self-efficacy for parents and carers, health professionals, and early childhood educators.

Integrated care hubs: This service is available face-to-face and virtually and enables parents to access a variety of services from a Karitane child and family health nurse. Services can cover sleep and settling, breastfeeding, feeding and nutrition, routines, adjusting to parenting and toddlers.

I-PCIT: Internet-Parent Child Interaction Therapy.

LGAs: Local government areas.

NGO: Non-government organisations.

Parenting Research Centre (PRC): works with organisations to support parenting.

PCIT: Parent-child Interaction Therapy, offered face-to-face or virtually, this service aims to strengthen parent-child relationships through strategies.

PIMH: Perinatal and infant mental health.

RAP: Reconciliation Action Plan, a formal statement of commitment to strengthen relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples.

SESLHD: South Eastern Sydney Local Health District, provides health care to residents from Sydney's CBD to the outskirts of the southern suburbs.

Social vulnerabilities: the resilience of people impacted by external stresses such as injury, loss or social exclusion.

STARTTS: a specialist, not-for-profit organisation that provides culturally relevant psychological treatment and support, and community interventions, to help people and communities that have experienced refugee trauma.

SWS: South West Sydney.

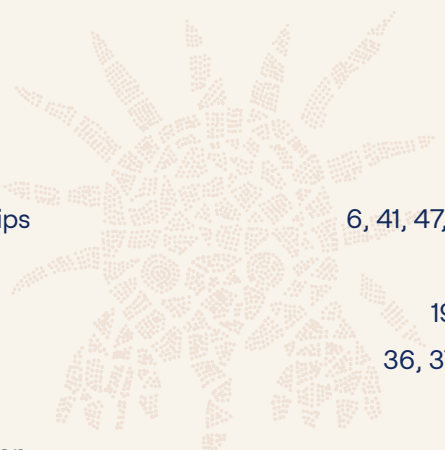
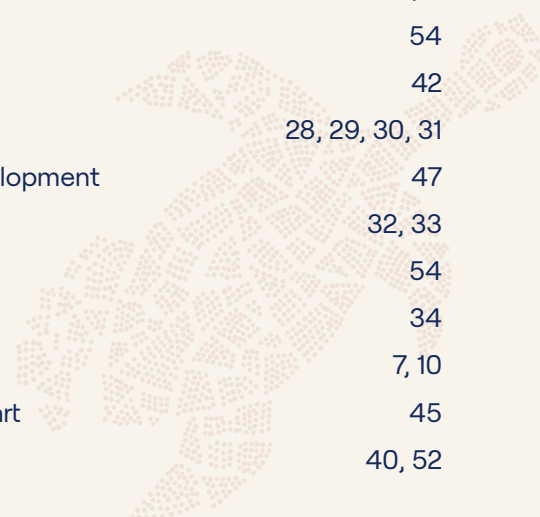
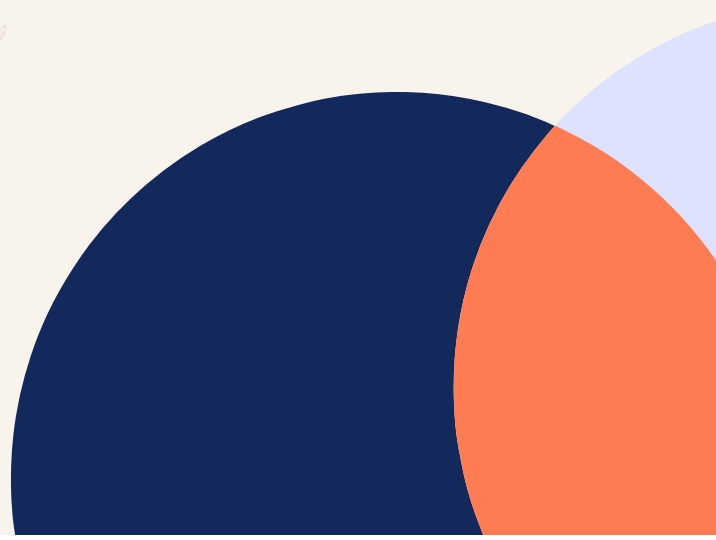
VCF: Volunteer Family Connect, trained volunteers are connected with families for one-on-one support.

Virtual: Services provided over the internet, not physically in person.

VRPS: Virtual residential parenting services, a telehealth version of Karitane's intensive residential services offering 245-hour support.

Webinar: An online seminar that can be accessed over the internet.

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Partnerships made for parents



KARITANE HEAD OFFICE

138-150 The Horsley Drive,
Carramar NSW 2163
(02) 9794 2300

CARELINE 1300 227 464
WWW.KARITANE.COM.AU

KARITANE®