Our Values the foundations of our organisation

**K** ids, family and community

**A** ccessibility

**R** espect

**I** nnovation

**T** eamwork

**N**urturing

**E** mpowering
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Our Strategic Directions

2010 -2015

Our plan for the coming years is to expand our services and become well recognised as authoritative leaders contributing to healthy positive families through taking action in four priority focus areas:

FOCUS AREA ONE
Expand services and programs to reach more families and communities

FOCUS AREA TWO
Lead and influence locally and nationally

FOCUS AREA THREE
Optimise and innovate for increased impact

FOCUS AREA FOUR
Strengthen and grow our organisational capacity

Our Vision

Our vision is for children to be safe, healthy and nurtured by confident families and communities.
Our History

Over the last 89 years we have journeyed along a path of improving the lives of children and families from our mobile clinic’s in the 1920’s, our residential hospital for new families in the 1950’s and to our far reaching regional foster care programs starting in 2008. During the past 2 years Karitane has expanded to assist our Australasian neighbours through the Women and Children’s Hospital of Guangdong Province in China where we provide education and training in child and family health.

In 1923
The Australian Mothercraft Society - Truby King System was founded in May and the first Baby Clinic opened at 283 Elizabeth St, Sydney.

In 1924
The first Australian Mothercraft Society Home was established at 72 Howard St, Coogee.

In 1927
As the Society grew, a larger hospital was purchased at 23 Nelson St, Woollahra, with additional mobile clinics supporting families in the outer areas of Sydney.

In 1952
The Headquarters of the Society was transferred from 283 Elizabeth St to the Karitane Hospital at Woollahra.

In 1958
The Australian Mothercraft Society was gazetted in NSW as a Third Schedule public health organisation under the Hospitals Act.

In 1966
The Australian Mothercraft Society received government funding for the first time.

In 1970
The Australian Mothercraft Society changed its name to the Karitane Mothercraft Society.

In 1974
The Residential Hospital moved from Woollahra to 171 Avoca St, Randwick.

In 1993
Liverpool Family Care Centre opened at 10 Murphy Avenue, Liverpool.

In 1994
The Residential Hospital moved to 138-168 The Horsley Drive, Carramar and the Day Stay service remained in Randwick.

In 1996
The Karitane Mothercraft Society changed its name to Karitane. Jade House Day Unit for mothers experiencing perinatal mood disorders opened at 130 Nelson Street, Fairfield Heights.

In 2000
The Karitane Volunteer Home Visiting Program commenced in Fairfield, Liverpool & Bankstown.

In 2008
The Karitane Carramar site was redeveloped and Jade House was moved into the newly developed Carramar site. The Volunteer program moved into 130 Nelson St, Fairfield Heights.

The Connecting Carers NSW (CCNSW) state-wide peer support and training program for foster, kinship & relative carers commenced. Land was purchased at 124 The Horsley Drive, Carramar to build the new CCNSW Head Office building, which was completed in early 2010.

In 2009
The Karitane Head Office was moved off the Carramar site to newly built premises at 126 The Horsley Drive, Carramar.

In 2010
The CCNSW New Head Office building was opened at 124 The Horsley Drive, Carramar.

In 2011
Karitane@Camden Residential Unit was opened at Camden Hospital & the Round House Cafe was opened at the Carramar site.
Our Locations

We aim to provide our services and programs to more and more families and communities.

We currently work in these locations.

Organisational Structure

Karitane Board of Directors

Chief Executive Officer

Medical Staff

Executive Secretary

Director of Clinical Services

Finance

Corporate Services

Randwick FCC

Linking Families

Allied Health

Jade House

ConnsW

ToDdler Clinic

CNC C&FH

Res unit Camden

Res unit Carammar

Linking Families

Cafe

Reception

Hotel Services

Maintenance

Karitane Metro Centres

1. Karitane Head Office - Carramar
2. Connecting Carers NSW Head Office - Carramar
3. Karitane Residential Family Care Unit, Jade House, Toddler Clinic, Education & Research, Conference Centre - Carramar
4. Liverpool Family Care Centre
5. Randwick Family Care Centre
6. Linking Families - Carramar
7. Residential Family Care Unit and Toddler Clinic - Camden

Karitane NSW Centres

1. CCNSW Hunter / Central Coast
2. CCNSW Northern
3. CCNSW Southern

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Organisational Structure
Board of Directors

**Chairman**

Mr Michael Coffey

Michael is the Managing Director of a logistics company with many years experience in that field. He is a Fellow of the Institute of Company Directors and a Justice of the Peace. He was elected Chairman of the Karitane organisation in 2008, is a Board Director of Liverpool Catholic Club and Carrington Centennial Care. He was recognised by Rotary for his involvement in community service while a member of that organisation and is Past President of the Rotary Club of Liverpool West Inc.

**Vice Chairman, Chair Governance Committee**

Mr Garth Ross

Garth is a Supply Chain Professional with over 30 years experience. Roles held include senior business analyst, group planning manager and consultant. He holds a Bachelor of Business and is a Certified Practitioner in Production and Inventory Management. Garth has been a Director of Karitane since 1999.

**Treasurer, Chair Finance Committee**

Mr Robert Casamento

Robert is a Fellow of CPA Australia (Certified Practicing Accountants). Robert retired from an ASX Top 50 Company after many years at a senior level. Since retiring from that Company he has contributed to the community by assisting not-for profit organisations. He is a past Chair of Scalabrini Village Limited, retired April 2010, and has been a director of Karitane since 2007. In October 2011 he was appointed a member of the Consumer Advisory Committee of the Prince of Wales/Sydney Eye Hospitals.

**CEO**

Mr Robert Mills

Robert is a Registered Nurse and Midwife with almost 30 years experience working in the speciality field of maternal and child health. He holds a Masters of Public Health and has been the CEO at Karitane since 2003. He is also on the Board of the Australian Association of Parenting and Child Health Inc, the NSW Health Services Association and is a graduate of the Australian Institute of Company Directors.

**Director, Chair Quality & Safety**

Prof. Valsamma Eapen

Valsamma is Professor & Chair of Infant, Child and Adolescent Psychiatry at the University of New South Wales (UNSW) and Head of the Academic Unit of Child Psychiatry (AUCS), South West Sydney Local Health District, Sydney, Australia. As a Child Psychiatrist with special expertise in neurodevelopmental disorders, her research interests include Tourette Syndrome, Autism and ADHD, focusing on the epidemiological, genetic and clinical aspects. She holds both Australian Research Council (ARC) and National Health & Medical Research Council (NHMRC) grants.

**Director, Chair Audit & Risk Committee**

Ms Susan Isho

Susan is a lawyer with extensive commercial experience gained in both corporate and private practice. She has worked for public companies as legal Counsel and in legal and compliance management roles. She has provided consultancy services to public companies and to not for profit organisations. She holds a Bachelor of Arts and Diploma in Law. Susan has been a Board Director of Karitane since 2008.

**Director**

Mr John Bonnici

John is a licensed Electrical & Security contractor and Director of Bonn Electrics Pty Ltd which he founded in 1974. Bonn Electrics Pty Ltd is an Electrical, Communications and Security contracting company specialising in commercial and industrial installations and maintenance. John provides expert advice on all Karitane building developments.

**Director**

Dr Sharyn Wilkins

Sharyn has worked for over 25 years as a General Practitioner. Her particular interest areas are paediatrics, women’s health including antenatal care, and mental health. She has been involved in the Sutherland Division of General Practice as a board member for 17 years and has been Chairman since 2009. Recently Sharyn became a director on the newly formed Southeastern Sydney Medicare Local and is also a member of The Sutherland Hospital Clinical Council. She is a graduate of the Australian Institute of Company Directors.

**Director**

Ms Lian Yong

Lian is a Registered General Nurse and Registered Midwife and has worked in the specialties of Medical, Surgical, ICU, Midwifery, Nursing Education and Management in the public sector for over 40 years. Lian retired in 2010, currently engaging in some volunteer work and enjoying life with her husband as grey nomads.
It gives me pleasure as the Chairman of Karitane to report on the work and achievements of the Karitane Mothercraft organisation over the last 12 months.

The year in review has been one of continued growth and service to families across the State and involvement with family care organisations both nationally and internationally. In 2011 I reported on the MOU signed between Karitane and the Women’s and Children’s Hospital of Guangdong Province in China. In the current year, reviews of their performance have been conducted by Karitane staff and I am pleased to report that the high standards required are being maintained and that Chinese families are benefitting from the services provided.

The Karitane at Camden service which celebrated its first anniversary this year was expanded with the opening of the Toddler Clinic to assist families raising problem children. This service mirrors the Clinic which has been operating so successfully at the Carramar site for some years with the staff of the clinics recognised internationally for their skill and expertise as well as being regular presenters at international conferences.

With the ongoing support of the Department of Family and Community Services Karitane Connecting Carers staff continues to provide services to foster carers across NSW. I am pleased to advise that the Department, under the leadership of Minister Pru Goward, has confirmed ongoing support for the Connecting Carers Conference planned for 3rd quarter of 2012.

As reported last year we have continued this year to monitor our Strategic Directions at both a Board and Management level to ensure that our key focus areas are being met in a timely manner. A formal review of the Strategic Directions are undertaken with the Karitane Board and Management team meeting annually to review the progress against targets and to adjust goals within the focus areas where needed.

The year in review has seen a new focus in health service delivery at both Federal and State Government levels. Karitane has been involved in significant discussion on the resultant changes particularly at the State Government level. I am pleased to report that Karitane enjoys the support of both Ministers and local Members in our endeavours to provide the highest level of service to families under our care.

Karitane has opened discussions with several hospitals across rural NSW including Orange, Macksville and Albury with a view to opening services to assist families in those areas.

Karitane is also working closely with the Gidget organisation with a view to opening a facility on the North Shore to assist families, particularly young mothers suffering from pre and post natal depression. The Karitane Jade House facility in Carramar which provides such services in the South West of Sydney will provide the model for the service which will be named Gidget House. Past Chair of Karitane – Professor Bryanne Barnett - a world leader in this field is assisting with the development of Gidget House.

The quality of Karitane Services was amply demonstrated by the achievement of exceptionally high levels in the accreditation review conducted in the current year wherein the organisation gained accreditation until October 2015. This achievement and the ongoing high levels of service offered speak volumes of the dedication and professionalism of the staff at Karitane ably led by our CEO Robert Mills to whom I am grateful for his support not only of the Chair but also the entire Board.

Karitane is also supported by a loyal band of sponsors including this year St. Maria Della Grazie & San Vittorio Matire who presented Karitane with the proceeds of their annual dinner dance. The Karitane Annual Golf Day was again well supported and provided along with other activities, funds to assist us in offering additional services to families.

During the year we farewelled our Director of Clinical Services and Financial Controller – at the time of writing, replacements have been selected for these important positions and I am looking forward to their contributions to the organisation.

We also welcomed Dr. Sharyn Wilkins as a new Director of the Board. Sharyn is a practicing GP who will bring both professionalism and skill to her role.

In closing, I wish to thank my fellow Karitane Board Directors not only for their support, but more particularly for giving so generously of their time and expertise during the year to provide support, leadership and governance to all of Karitane’s services.

We look forward to the future with great confidence as we work with both Government and peer organisations to support the many children and families in need of our expertise and support.

Michael Coffey Chairman
The past 12 months of the 2011/12 financial year has seen a period of consolidation and growth for Karitane as we strive to meet the needs of families from all across NSW by addressing the goals set in the Karitane 2010 to 2015 Strategic Directions. The Karitane Board, management team, staff and our volunteers are continually measuring our performance against these strategic goals and striving to provide greater access to our services to all families.

The new Karitane Residential Unit at Camden Hospital celebrated its first year anniversary in November 2012 with special guest, Member for Camden Mr Chris Patterson MP, joining the celebrations. A very generous donation from a Karitane benefactor will fund the establishment of a new Toddler Behaviour Clinic at Camden Hospital in mid 2012 for the next 2 years, to provide greater access to these essential early intervention services to the families in the Macarthur and south west Sydney areas.

Karitane underwent Australian Council on Healthcare Standards (ACHS) accreditation in October 2011 and exceeded all our goals in achieving nine (9) Outstanding Achievements, which is unparalleled across Australia. The results reflect the dedication of the Board, staff & volunteers in ensuring that the services we provide to families are evidenced based and of the highest standard. Karitane now has 4 years accreditation with ACHS until October 2015.

In November 2011 at Parliament House, Karitane committed to a joint partnership with the Gidget Foundation to create a perinatal mood disorder unit on the North Shore and plans are underway for a combined Karitane & Gidget Foundation Ball in September 2012 with all proceeds to go to the development of ‘Gidget House’ on the lower north shore of Sydney. This facility will provide support to families and women suffering from anxiety, ante and post natal depression.

Karitane held an open day fete for families and staff called ‘iKare Day’ in September 2011 and we were partnered by STARTTS, Fairfield/Liverpool Multi-cultural Health, Newleaf, Community First Step, CAFS, FLMHN & Carer Assist; along with the generous support of the ‘1939 Chev Club’. It was a great day for families with plenty of activities & craft stalls to visit and Karitane staff were escorting families on tours of the facilities to show families what services we provide.

The 6th annual Karitane charity golf day was held in September 2011 at Camden Lakeside golf club and once again was very successful in raising $20,000 that will go towards additional services for the families we care for. I would like to thank all the Platinum, Gold, Silver & Bronze Sponsors, everyone who donated prizes and all the players who supported our main fundraising event for the year.

We have also been supported by a number of other donors and supporters during the year, who have greatly assisted in allowing us to provide additional support and services to our families. Some of this support includes our benefactor donating over $300,000 to continue our volunteer home visiting program for an additional 2 years; $17,000 from a ‘Tranny Bingo’ fundraiser at Randwick; a $6,000 donation from Maria SS. Delle Grazie & San Vittorio Martire; financial support of Karitane@Camden Residential Unit by both the Narellan & Camden Rotary Clubs, Camden Quilters Guild, Camden Show Society & Picton Bowling Club; and a Mother’s Day makeover of all our Karitane facilities, including fundraising by Bunnings Warehouse NSW.

In December 2011, Karitane farewelled our Director of Clinical Services Deborah Nemeth, after 10 years at Karitane and with the last 3 years in the Director role. Debbie was instrumental in leading the expansion of Karitane’s clinical programs and ensuring that care was delivered at a very high standard. Debbie will be missed and we wish her well with her new career.

I would also like to thank the Karitane Managers for their support & leadership, all the Karitane staff for their dedication & hard work and the Karitane volunteers for unselfishly giving their time to help the families we care for. I thank all the staff who have left Karitane over the last 12 months and welcome all the new staff who have joined us during this time.

Finally, I would like to thank the Karitane Chairman Mr Michael Coffey and the Karitane Board Directors for providing me with their unqualified support during the last 12 months and for their vision and overall governance of Karitane’s future directions.

Robert Mills CEO
2011-12 has seen the continued commitment by staff and the Board to the provision of high quality services and innovation through Karitane services. A range of clinical practice initiatives and service developments were delivered to meet the diverse needs of families within various community settings.

The Carramar site continued to grow with increased demand on the Toddler Clinic, residential services, the day programs and perinatal mood disorders therapy and support. Karitane’s leadership role through the highly skilled staff has been recognised through a range of National and International Forums. In particular the research and advances in the use of parent child interaction therapy have been recognised worldwide with presentations and publications.

The Karitane@Camden service celebrated its first birthday and support from the local community for all services has been high. The specialised program which provides support for families experiencing persistent difficulties with infant sleep and settling; problems with breastfeeding, bottle feeding and introduction of solids; and management of twins/triplets has been expanded over the year to provide a toddler program and specialist support for women experiencing postnatal depression or anxiety.

The Family Care Centres at Randwick and Liverpool have continued to offer programs tailored to meet community need.

The outreach services provided by Karitane have also expanded. Connecting Carers NSW continues to be recognised for the provision of quality support and programs for carers of children in out-of-home care (OOHC). This acknowledgement of the experience and expertise of the team in supporting this population has led to invitations at all levels of government and health services for consultation and participation.

Linking Families have consolidated the new service delivery models this year including the ‘Supported Playgroups Plus’ and changes under Early Intervention Prevention Program funding to promote access to information for parents within vulnerable populations.

A new partnership with Charles Sturt University and continued links with University of Sydney and University of Western Sydney continues to underpin our research, education and clinical platforms.

Karitane Strategic Directions 2010 – 2015 reflects the commitment of our organisation to ‘Expand services and programs to reach more families and communities’, and dialogue with regional sites has continued to ensure the quality services offered by Karitane can be extended across the State.

All staff throughout Karitane services have contributed to the success of clinical care provided and their continued dedication to making a difference in the lives of children and their families in seeking the achievement of our vision ‘for all children to be safe, healthy and nurtured by confident families and communities’ is highly valued.
Jade House provides an invaluable service to families who are experiencing depression, anxiety and related mental illness during pregnancy and within the first twelve months after delivery. A team of highly regarded health professionals pride themselves in creating a safe secure therapeutic place for women and their families to recover and connect with their infant. In this environment mental illness is identified and destigmatised while positive early parenting relationships are nurtured and encouraged.

Since 1996 Jade House has cared for over 1500 families who live within Sydney South West Area Health Service. This specialised day service is unique to Karitane and New South Wales. In the past year over 60 families have received a comprehensive mental health assessment and engaged in various therapeutic interventions. Families participate in individual and relationship counselling, consultation with a psychologist and psycho educational groups. Intervention and care management is individually. The average length of day stay intervention at Jade House is between 9-14 months. Practical parenting skills are nurtured and build confidence, strengths, sensitivity and responsiveness in these early relationships.

Since 2011 perinatal services have been established through Karitane at Camden. Families who live within the Macarthur area have recently been able to access perinatal mental health assessments and parenting support at the Karitane site at Camden. This new service is an extension of Jade House and is reflective of evidence based clinical practice in perinatal mental health.

The incidence of depression and related mental illness in Australian women has been reported to peak during the pregnancy and early parenting. Providing early intervention, mental health assessments and evidence based parent infant therapy to families in the perinatal period is imperative.

Our Achievements
The team at Jade House has been involved in many exciting innovations that enhance clinical practice and increased the awareness of perinatal mood disorders.

Over the past year Karitane has been developing intersectoral partnerships with rural health services and networks to expand Jade House’s perinatal day service. This expansion will ensure better access to more families who require emotional and practical support in the perinatal period.

Jade House has opened its doors to health professionals requesting clinical placement and experience in this specialised field. Senior high school students have also participated in seminars and tours of the unit to enhance their knowledge and understanding of parenting.

Karitane’s “iKare Day” was an opportunity for staff and clients to come together and celebrate a sense of community participation. Over 75 families enjoyed tours of the facilities, parenting seminars, raffles, food, stalls and sharing the experiences and having fun.

Jade House hosts an annual pram walk to acknowledge Postnatal Depression Awareness month in November. The theme for the 2011 National campaign was “Every Supermum needs a Sidekick”. Each year this event is growing in attendance, commitment and enthusiasm. Over forty families and staff took to the streets to spread the message of support and encouraging women to ask for help. An energetic Zumba lesson and delicious BBQ occurred with a relaxation session concluding this important fun filled day.

The “Stay and Play’ group continues to provide a framework for parents to enjoy and find pleasurable moments with their children. Last year parents, grandparents and siblings participated in this eight week open group activity that incorporates a music program (’Sing and Grow’). The “Sing and Grow” music program has been designed, implemented and evaluated by Playgroup Association Queensland and Jade House has developed a strong partnership with the creators of this program. This group was implemented to reduce isolation, celebrate parenting strengths and to create opportunities for parents to be mindful of their infants and young children.

Sincere gratitude to all the dedicated and compassionate staff who share their passion to deliver exceptional psychological care to families experiencing anxiety and depression. There is an overwhelming sense of pride among staff who work at Jade House and I am privileged to be apart of this team.

Families have their say:
“Thank you so much for turning the light on and bringing me out of the darkness.”

“Having been through therapy at Jade House has truly been a life changing experience to the benefit of my entire family.”

“I liked the fact that I was made to feel comfortable and safe when talking about my issues and problems and that I was not judged in any way. Thank you for helping me gain my confidence back.”

“I can do so much and plan things for my family because I’m not depressed anymore. I owe it to you. Thank you for your kindness and the excellent work you do.”
The Residential Unit at Carramar has had another busy year supporting families throughout NSW through the residential program. Families are admitted with children up to the age of four years and stay for five days. During this time staff work in partnership with families identifying their strengths and supporting them to achieve the goals they identify on admission.

Clients have access to a Paediatrician, visiting Psychiatrist and Social Worker during their stay. Staff facilitate a variety of groups during the week to provide education and support for families. The “Other Half” group for fathers allows Dad’s to have the opportunity to explore fatherhood and share their experiences with other fathers.

The Karitane Parenting Confidence Scale (KPCS) is given to clients on admission and again on discharge. This tool scores our families confidence in parenting their children. The data below shows their levels of confidence increase by the time of discharge empowering families to continue with strategies learnt once they return home.

During the next twelve months we will be commencing the refurbishment of the bedrooms, client dining room and outside areas in the Residential Unit. This will provide more suitable accommodation for those families who come with two or more children. The outside client dining area will be enclosed to expand the area and once again Karitane benefited from a “Bunnings makeover”, providing new plantings and painting of client lounge rooms and corridors.

Careline

During the last financial year calls to the Careline remained constant averaging 1000 calls per month. The largest number of calls were for support and guidance with sleep and settling issues closely followed by breast feeding information. Karitane also provides an online email service where clients can email questions and queries of a non urgent nature.

The data below provides a snap shot of the Careline activity identifying the peak call times.

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Hotel Services Department

2012 has been a year of growth and change for the Hotel Services team. We have implemented recommendations from the nutritional working party with the introduction of the toddler morning and afternoon tea menu changes. We have also introduced client breakfast menu options which are displayed on client dining tables. Currently, we are still working towards implementing a new baby and toddler hot food menu which we hope to implement in the New Year.

Review of cleaning and maintenance services at Karitane Residential Unit has also allowed us to streamline the effectiveness of our service to improve efficiency and quality of work and improve our outcomes.

Round House Café

The Café has been running for almost 2 years and continues to prove very popular. We have built up a great clientele and received lots of positive feedback from many staff on the campus as well as clients who visit Karitane. The staff provide a wonderful service with lots of specials and creative options.

The Café offers a variety of foods and beverages catering for special diets including vegetarian, vegan, and gluten-free. Lots of feedback tells us how much our customers love our coffee. We have been fortunate to be able to purchase some new equipment for the Café which will enable us to increase the variety of foods offered. We look forward to continuing our quality service in the year ahead.

A word from our clients and customers...

“I found the staff were fantastic with support and encouragement.”

“I could not be more satisfied with the level of care. It is an exceptional team of professionals who are magnificent teachers and carers.”

“Staff’s patience is awesome! Staff are great their years of experience is priceless please retain staff with years of service and maturity it provides mothers security.”

“I liked the experienced and knowledgeable nursing and social work staff. Everyone was supportive from the ward clerk to kitchen staff and cleaner. The group time in the playroom was fantastic.”

“I loved the women of Karitane. They are angels on earth. They are so caring, genuine, sincere and understanding. They have repaired what was damaged in my life. Ladies you are truly inspirational and need to be respected and elevated for everything you do. Thank you for helping my family.”
Day Stay Program
Karitane@Camden implemented a day stay programme in June 2011 that has continued to rapidly grow. Families are referred in and a member of the Nursing team works with them to provide strategies and address parenting concerns on a one to one needs basis. Clients that have attended the Camden Residential Unit can also access this service if they feel they need extra support post discharge.

Our Perinatal Mental Health Clinical Nurse Consultant attends Karitane@Camden two days a week to provide consultancy services to families that are identified as requiring additional support with perinatal mood disorders. It remains evident that there is a steady increase in the number of families requiring this service which is identified during the initial admission and assessment process.

Our CNC has introduced mini tutorials on perinatal mental health issues for staff and offers clinical supervision monthly for the nurses from the Camden Residential Unit.

Professor Bryanne Barnett (Psychiatrist) visits the Unit once a month to consult with clients and the nursing team are invited to attend in-services that facilitate their education and training in mental health issues.

Renovations
Improvements have continued within the Residential Unit in the last twelve months. Bunnings at Narellan performed makeovers on the four outdoor patio areas of each room where families stay. The areas were cleaned and new outdoor furniture and plants have now made these areas very comfortable for all to enjoy.

Thanks to the generous and ongoing support from Camden Rotary Club, we now have a washing machine and dryer within the unit that families are able to access for a small donation. We had a mural designed and applied to the foyer at the front of the unit where the families are admitted.

Community Groups
Karitane@Camden continues to build great ongoing relationships with businesses and community groups in the area. Camden Rotary, Camden Quilters, Picton Bowling Club, Target Camden and Collins Bookstore in Camden have all been generous with donating funds for resources needed.

Paul Wakeling Motor Group, in partnership with Narellan Rotary, generously met our request for a vehicle needed to expand our services within the community and promote the organisation. An official handover of the car occurred in May at Campbelltown. The vehicle will be used for outreach purposes, promotion of Karitane services to local health professionals, travelling to Carramar and for general use to assist families during their stay.
Promotion / Community Events

The team at Camden once again participated in the Camden Kids Fun Day in September 2011. It was a very successful event where information was available to families. Families who had been serviced by the unit stopped by to say hello and gave positive feedback. We endeavour to participate in as many events as possible in the area to continue to grow our service.

We have had frequent visits and given tours to students who are doing placements within the hospital. New employees in Senior Management positions have come to visit the unit along with the accreditation team from Camden/Campbelltown earlier in the year. The unit promotes monthly awareness topics which included Men's Health Week and Post Natal Depression Week.

Camden Fun Day

Families say.........................

“I really liked that what I wanted to achieve was taken into account. The nurses worked with me not just told me what to do.”

“I am extremely grateful for this service. The hands on, one on one support is fantastic (I always felt I had someone there if I needed) Staff are very warm and caring, also extremely competent and knowledgeable. I also liked the flexible common sense approach.”

“The nurses were very approachable, supportive and provided a wealth of experience and information.”

“All staff were very helpful and detailed handover was evident for each new shift which made me feel comfortable and happy not to have to keep repeating what was happening.”

Men's Health Week
The Toddler Clinic has had another year of growth and success in 2012 using Parent-Child Interaction Therapy (PCIT). PCIT was developed in the United States and is an empirically supported, evidence based parent training program to assist parents in managing their children who present with behaviour problems. The program aims to strengthen the relationship between the parent and the child through play, while giving parents strategies to better manage the challenging behaviours.

Service Provision

The number of families referred to the Toddler Clinic has continued to increase over the last year. This growth has been supported by a community benefactor and has allowed an increase in both the availability of staff and also an expansion of the Toddler Clinic to a new site in Camden. Since the completion of an ARC funded collaborative project with Sydney University in June, Lucy Wedgwood, Psychologist, has remained part of the Toddler Clinic team and is now employed by Karitane full time.

Karitane Toddler Clinic has also recently opened a second site at Camden, alongside the service at Carramar. This clinic is open 2 days a week and provides the same aspects of care as the original site. The need for services in the Camden area has been apparent, and this clinic is already operating at capacity.

In August 2011, Karitane signed a Memorandum of Understanding with Charles Sturt University, in a collaborative effort to improve the wellbeing of toddlers and their families in the Albury-Wodonga area. This will allow for the opening of a PCIT clinic in the regional centre, which is currently planned to open in the next year. The Toddler Clinic sees this new partnership as a unique opportunity to establish a specialised early intervention service in an area of high need, with the help of an existing and reputable service.

There are current plans for an Early Intervention Clinic to be operating alongside the Toddler Clinic from September 2012, for families needing a comprehensive assessment for behavioural and emotional problems.

Education

Following the 5 day PCIT training with Professor Cheryl McNeil earlier in 2011, the Toddler Clinic hosted a 2-day Advanced PCIT training for attendees wanting to further extend their PCIT skills. This training involved ongoing supervision by CNC through teleconferencing.

The Toddler Clinic continues to offer introductory PCIT workshops for health professionals and all the workshops offered this year have exceeded capacity with long waiting lists.
The Toddler Clinic has also had an international presence in PCIT education. As a PCIT International Task Force member, Susan Morgan was asked to take part on an international panel at a symposium for PCIT at the prestigious 20th World Congress Paris International Association for Child and Adolescent Psychiatry and Allied Professions (IACAPAP) in Paris. The symposium aimed to educate health workers in the dissemination of Parent Child Interaction Therapy internationally. There were representatives from Germany, Netherlands, Norway and Australia on the symposium panel.

Research

The Toddler Clinic has continued to work in partnership with The University of Sydney through the Australian Research Council Linkage Project on the ‘Toddler Behaviours and Biology’ project. Data collection for this project was completed in June 2012 and 80 families participated in the study. Preliminary results of this study have recently been presented in Paris.

A study evaluating Parent Child Interaction Therapy for children under 2 years was also completed this year and results were presented in a poster at the 13th World Congress of the World Association for Infant Mental Health (WAIMH), and at the 2011 Biennial PCIT International Convention.

OHS&IM Profile

During the OHS&IM profile conducted in March 2012, the Toddler Clinic staff received a Gold Medal for ‘demonstrated enthusiasm and support of each other’s efforts’. The report also stated that ‘the excellence of service provision was identified by such activities as researching and delivering two clinical papers, the training of outside staff and expanding current knowledge which is then used to re-evaluate and modify the program’. The Toddler Clinic staff are very proud of this achievement.

Comments from Parents

“Thank you for opening my eyes. Karitane has improved my relationship with both my children and I know so much more about being a parent now.”

“Thank you very much from the bottom of my heart for not limiting yourself to just doing your job. I would have never done what I do today without your support, encouragement and kindness. I’m a better mother today because of you.”

“Thank you for all the help and education you have given our family over the past few months. The difference is unbelievable and we want you to know our grateful we are for all your time, effort and wisdom. Thank you so very very much!”
Since 1993 Liverpool FCC has cared for many families in the Liverpool LGA and continues to operate a secondary referral service for families experiencing parenting difficulties. LFCC aims to empower families by providing client centred care with our multidisciplinary team and a dedicated group of volunteers.

As Liverpool has some of the significantly socio-economically disadvantaged postcodes in the state, distinct cultural diversity and continued settlement of refugee families to the area, it is imperative that we respond appropriately with flexible service models and in a timely manner, to the needs of these communities. For the past few years, LFCC has worked in collaboration and formed linkages with The Sisters of Charity Outreach, in Miller and Liverpool Brighter Futures, to deliver parenting programmes and services to these vulnerable families. Many of the interventions are offered as home visits, in their own environment, for easier access to our service.

As part of expanding services and programs to engage more Aboriginal families and communities in Liverpool, LFCC has developed a partnership with KARI Brighter Futures. LFCC staff co-facilitated the Indigenous Positive Parenting Programme at the “Yarn Up” with KARI staff. It offers Aboriginal families the opportunity to access culturally appropriate information and support. It also takes into consideration the cultural values, traditions and needs of the Indigenous community. The results of the evaluation and attendance rates show that the programme was very well received.

Several group programmes continue to be offered at the Centre including Circle of Security (COS) and Women as Mothers (WAM) Groups. The COS groups are offered to parents who lack parenting confidence and skills in understanding their child’s behaviour and development. It also strengthens the parent’s ability to observe and improves their caregiving capacity. The WAM group is offered to mothers that may be experiencing social isolation and provides a nurturing, supportive environment to be able to socialise and share their parenting experiences and coping strategies with each other.

Families have their say:

“As a father, I thought Circle of Security was excellent, it shows us and teaches us what our son is going through, and that he wants to be comforted. I never knew before. It’s been very good for me and so helpful. We didn’t know what he wanted before and I used to find him challenging, but now I understand what he wants. I would advise other dads to do Circle of Security. Our relationship has improved with our son and we are closer.”
Randwick Family Care Centre is in Eastern Sydney and provides a service to the local Government areas of Waverley, Woollahra, Randwick, Botany and part of South Sydney Municipality.

The team is multidisciplinary comprising of Child and Family Health Nurses, Psychologists, Administrative staff and assists families with children 0-5 years old experiencing parenting difficulties. As a Secondary Service provider referrals are required from Primary carers (Child and Family Health Nurses, General Practitioners), before the client can be seen.

Interventions are brief, usually one or two visits, with follow up phone calls. If the problem is not resolved the client is referred to the Karitane Residential Unit. Psychologists receive referrals from Nursing Staff and sometimes externally, and are able to see the client for 6-8 sessions. Therapeutic groups for Post Natal Depression are conducted by Psychologists about three times a year.

During 2012 staff at RFCC have been undertaking a trial of a new group called ‘Understanding Your Baby’. This is in line with the Strategic Plan ‘Targeting Vulnerable Families’ and so far is very successful.

Once again RFCC have been successful in gaining a small Clubs Grant from the CDSE funding of $3000, this money will be used in supporting Indigenous families within RFCC guidelines.

One of our Clinical Psychologists undertook training in ‘Circle of Security’, an Attachment based parenting group, and will conduct ongoing groups at RFCC. This has been possible due to the generosity of a Benefactor. All groups are supported by our loyal volunteers, some have been helping Karitane for 10 years, and RFCC would not be able to function without them.

Recently the outside of the building has been painted, it is eighteen years since the outside was last painted, and clients are commenting on how nice it looks.

Feedback from Circle of Security Group:

“The group was invaluable and I learned so much that I do feel more confident as a new mum. The organisers are so caring and supportive that the group is really valuable and I would recommend other mothers to attend it. Thank you so much.”
Karitane’s Allied Health team is comprised of clinical psychologists and social workers who have amassed many years of specialised training and experience in the field of work with under fives and their families and networks. As families tell their stories of their struggles and challenges with their parenting journey the Allied Health team can work with families to discover the heart of these struggles in a way that resolves the impasse. The use that can be made of the opportunity to talk in depth with someone outside the family enables a great deal to happen.

In 2011-12 68% of families accessing the Carramar Residential Unit made use of this opportunity to talk with someone from the Allied Health team. At the Family Care Centres in Randwick and Liverpool 28 to 36% of families respectively were able to make use of this opportunity to talk about their struggles and to try to improve their individual wellbeing and/or their family’s functioning. At Jade House where the focus of the work is on the mental health of families, over 66% of this work was provided by Clinical psychologists from the Allied Health team.

Our Allied Health team’s association with the international training of the Watch Wait and Wonder parent-infant therapy training program continued in 2012. In July 24 professionals attended introductory training in this relationship intervention. The Allied Health team continues to assist families struggling with infants and toddlers by providing this intervention and in August a clinical psychologist at Karitane became the first Australian to receive international accreditation in delivering the Watch, Wait and Wonder intervention.

2011-12 saw the Allied Health team run a number of groups aimed at improving parent-child/infant relationships. Using the Circle of Security model, Allied Health team members aim to help parents better understand their child’s emotional needs and to learn about their own emotional responses to their child. This past year also saw the design and implementation of a new mother-infant group. Incorporating psychodynamic principles, mindfulness and attachment theory, the group had excellent outcomes and positive feedback from participants. In delivering these programs Allied Health team members are responding to the increasing demand by parents for new ways of managing themselves and their infants and toddlers in parents’ struggle to build happy families.

Fathers have been able to make use of Allied Health at Karitane with many taking the opportunity to speak about their concerns about their children, their partners or themselves. A regular evening father’s group was run at the Carramar Residential Unit which provides a space for fathers to identify and clarify their values and reflect on the nature of their fathering role.

Karitane’s Allied Health team is also involved in sharing their expertise with the professional community. In 2011-12 talks were provided on topics such as Mindfulness, Mentalisation and Motherhood, Perinatal Mood Disorders and Parent-Child Interaction Therapy. A workshop entitled Perinatal Mood Disorders: An Attachment Perspective was delivered externally to mental health clinicians working with families in the perinatal period with excellent feedback from participants. A paper on Parent-Child Interaction Therapy (PCIT) was presented at the International Day for Social Worker’s conference by a Social Worker.

In 2011-12 Karitane’s Allied Health team continued to provide frontline services to families at Karitane, with individual, relationship and group work, as well as providing professional education and having a significant role internally by supporting reflective Nursing practice.
Linking Families manage four programs including: Young Parent Family Worker (YPFW); Supported Playgroup Plus (SPP); Volunteer Home Visiting Program (VHV) and Early Intervention Placement Prevention Program (EIPP).

Sustained home visiting is provided to young parents by the YPFW to build resilience and support young parents access local services. Clients with low risk vulnerabilities such as being from CALD backgrounds, new migrant families and those with little or no family support are offered supported playgroups, volunteer home visiting or EIPP programs for further support and referral.

Young Parent Family Worker (YPFW)

Young parents under 25 years are identified in the antenatal period through hospital bookings and offered sustained home visiting by the YPFW for a period of up two years.

Clients are offered advice, support and referral as well as the ‘Young Parents Group’ held in the Fairfield CBD. Links between young people, their families, friends, school and community are maintained or re-established, where appropriate.

Supported Playgroup Plus (SPP)

SPP program offers supported playgroups for vulnerable families for a period of 2 years to support, inform and build capacity to integrate into community playgroups. The transition into community playgroups ensures all families are able to access supported playgroups when needed. KLF has 7 SPP groups in the Fairfield, Liverpool and Bankstown LGA and 4 supported playgroups.

Volunteer Home Visiting Program (VHV)

VHV offers support to families with children 0-3years living in the Liverpool, Bankstown and Fairfield local government areas. The program trains volunteers then matches them with families in the community. The role of these volunteers is to provide support to the families who may be isolated and have little or no family support including families from CALD and refugee communities. KLF presented 3 volunteer training sessions this year and trained 29 new volunteers. The KLF volunteer program will partake in research with the University of NSW, BENSOC and Good Beginnings to determine how volunteers assist families to build capacity to become more reliant community members.

The Early Intervention Placement Prevention Program (EIPP)

The EIPP Program aims to help families with children 0-8 years of age to identify and link in with services available in the community. The goal is to provide families with the tools required to understand and support the development of their children and improve parenting confidence.

Information, referral or advice about which support services are available in the local community is provided to families, including:
- Child and Family Health Centre Services,
- Community Health Centre Services (including speech, OT, hearing, counselling)
- Parenting Programs for parents of infants, toddlers and children up to 8 years of age
- Migrant Support Services
- Coping with family challenges
- Housing issues

KLF wishes to acknowledge Fairfield ClubGRANTS and the Commonwealth Bank for funding received to engage vulnerable clients and program support.

Families have their say:

“Kardonia, I cannot thank you enough for all your help with this over the past 3 years- you really are an inspiration and I sincerely hope that our paths will cross again. I also really hope that the service will continue and thrive. Many new parents have benefited greatly and hopefully will continue to do so.”
The Karitane Connecting Carers NSW (CCNSW) Project is funded by the Department of Family & Community Services (FaCS) to provide the highest quality support and training to Foster, Kinship and Relative Carers including grandparents, across seven geographic areas within the state of NSW.

- Head Office - Carramar
- 3 regional offices - Newcastle, Bega and Coffs Harbour

Service Activity

Advocacy, Support – Crisis, Case Management and Referral, 1300 crisis & support line, Peer Support, Training & Education sessions, Information Sessions, Camps, Conferences,

Staff

Manager, Administration Officer, 6 Regional Coordinators & Kinship Care Project Administration Officer

Connecting Carers NSW & the Wood Report Recommendation Transition News

In The Special Commission of Inquiry into Child Protection in NSW (November 2008), Justice James Wood recommended the transfer of out-of-home care services to the non-government sector.

CCNSW acknowledges the recommendation handed down by Justice Wood and put forward that CCNSW work in partnership, collaboration and consultation with major stakeholders ie foster carers, kinship carers & relative carers, FaCS & relevant agencies for a staged and voluntary process of transfer.

CCNSW held information expo's across NSW, where CCNSW Staff, FaCS, Transition Office Staff & NGO's worked in partnership to answer carer’s questions regarding the transfer of case management of their children to the NGO sector.

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Training Sessions delivered across NSW</th>
<th>Total Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-2012</td>
<td>371</td>
<td>6,631</td>
</tr>
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</table>

Local Coordinator Training (Volunteers)

CCNSW facilitates a two day training workshop for Local Coordinators (volunteer) from around the state, who provide valuable peer support to foster carers, kinship & relative carers including grandparents.

Training components include Child Protection, Privacy & Confidentiality, OH&S, Group Skills, Roles & Responsibilities, & Self Care

CCNSW have 157 trained Local Coordinators (Volunteers) across NSW.

Local Coordinates support CCNSW staff in offering guidance & support to foster, kinship, and relative carers in their foster care role including addressing the challenging and behavioural issues of children and young people in care.
Aboriginal Carer Training

CCNSW were invited to be committee members on “The Improved training and support for foster and kinship carer’s Project Leadership Group” a Keep Them Safe Initiative, (KTS)

CCNSW were responsible for the “Aboriginal Carer Training” KTS deliverable. The training package was designed and training delivered to Aboriginal Carers in seven FaCS regions across NSW.

- 2 day training including compulsory components – Privacy & Confidentiality, Child Protection Training & OH&S Training
- Total Aboriginal Carer Attendees across NSW = 104

Camps, Workshops, Seminars and Support

CCNSW provides recreational activities for clients and children in OOHC, for example picnic days, family camps, morning tea.

The program organises conferences, workshops, seminars for the provision of ongoing information, training and support of clients.

The camps give foster, kinship and relative carers, including grandparents, children and young people, an opportunity to socialise, network, rest a little and have fun in a beautiful bush or coastal setting. The activities are tailored to cater to all levels of physical and intellectual functional ability to ensure everyone enjoys the unique benefits of the programs, and Connecting Carers only chooses locations that have accommodation designed specifically to meet the needs of carers and children.

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Camps held across NSW</th>
<th>Total Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011 - 2012</td>
<td>7</td>
<td>1109</td>
</tr>
</tbody>
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Crisis and Support Line – 1300 794 653

The program provides a 24 hour – 1300 number support service for foster carers, kinship & grandparent carers. (Manned by staff on a rotating roster basis)

<table>
<thead>
<tr>
<th>Phone Support</th>
<th>April, May, June 2010</th>
<th>April, May, June 2011</th>
<th>April, May, June 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Carers</td>
<td>356</td>
<td>416</td>
<td>612</td>
</tr>
<tr>
<td>Kinship Carers</td>
<td>210</td>
<td>324</td>
<td>426</td>
</tr>
<tr>
<td>Relative Carers</td>
<td>120</td>
<td>92</td>
<td>110</td>
</tr>
<tr>
<td>TOTAL</td>
<td>686</td>
<td>832</td>
<td>1148</td>
</tr>
</tbody>
</table>

*OVER 4,500 calls made to support line in 2011-12*

Transition Partnerships

- AbSEC
- KARI
- Life Without Barriers
- Benevolent Society
- Life Style Solutions
- Ability Options
- MacKillop
- Barnados
- Catholicare
- Key Assets
- Transition Project Office
- FaCS

Comment from a camp attendee:

“Thank you to the trainers & CCNSW Staff, great weekend & a great venue. I met up with old friends and made some new friends as well. I can't believe the fantastic time that my family had from start to finish.”

Comment from Child:

“I had lots of fun playing with the other kids. Especially the games that we played, I love canoeing and archery. Can I come next time?”
Talking Realities

Young Parenting Program

Talking Realities Young Parenting Program is an innovative school based, peer education Early Intervention & Prevention program.

The program has been funded by FAHCSIA (Commonwealth Funding) since 2007 and funding has been extended to June 2013.

Program offers 26 week Peer Educator Training, which is a recognized pathway into TAFE, aquatic bonding & fun swimming program (funded by NSW Sport & Recreation) for young parents & their children, First Aid Training and Child Protection Training

The young parents in the program after undertaking peer educators training, deliver the presentation about the realities of being a young parent. The presentation provides an important opportunity to challenge the stereotypical perceptions about why young women become pregnant. It is widely recognized that whilst programs in schools seek to improve young people’s knowledge of sexual health, pregnancy and birth issues, the important life issue of unplanned, early pregnancy has been largely neglected.

The program is implemented across Fairfield, Liverpool & Bankstown LGA’s. Talking Realities has been welcomed and delivered in 14 High Schools in Terms 2 & 3 of 2012.

Talking Realities & TAFE NSW – Memorandum of Understanding

Karitane Talking Realities Program & TAFE NSW have a Memorandum of Understanding to work in Partnership. The programs aim is to provide pathways for Peer Educators to obtain a TAFE NSW Certificate of Attainment (SoA). The SoA is made up of 6 units of Competency (UoC) Nationally Recognized Training & provides further education in a range of Community Services qualifications.

<table>
<thead>
<tr>
<th>Number of Peer Educators Trained (26 week Training)</th>
<th>Number of High School Presentations</th>
<th>Total Number of High School Student Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>14</td>
<td>434</td>
</tr>
</tbody>
</table>

Talking Realities Student Responses Post Presentation

“How useful was the presentation information”

Website, Facebook and Blogging

Talking Realities website set up to keep young parents informed of program updates and news.

Staff are focused on creating content that both celebrates and sparks discussion about the most pressing young parenting issues.

Comments from Peer Educator

“The Talking Realities” service has been the best thing that I have done. I feel so supported in lots of ways. If I have a problem with my baby, I just ask & I get help. I can’t wait to get to TAFE; I thought I’d never get back to school.”

Comment from Teacher

“What a great program. It has been such an eye opener for the students; it lives up to its name of “Talking the Realities of teenage pregnancy”. The school welcomes the program again next year.”

Comment from School Student

“I wasn’t real interested in this session as I didn’t know what it was about, I learnt heaps.”
This year has focused heavily on the CNC role of clinical consultancy across Karitane services. Families being considered for both residential sites are regularly discussed through Intake and case conference to provide the most appropriate care planning to meet the differing needs of families. Perinatal & Infant Mental Health consultancy is provided weekly to families admitted to Camden Residential Unit and in supporting clinicians working in partnership with these families during their stay.

Families who are referred to Jade House can also receive a perinatal mental health outreach service at Camden if they are unable to travel to Carramar. This has increased Karitane’s profile in the Macarthur and Wollondilly areas in recognising the need for more expansive perinatal mental health services and there are emerging relationships being formed amongst service providers to look at the needs of this growing community.

The CNC provides Perinatal & Infant mental health assessments and interventions to families referred to Jade House, and clinical consultancy to Liverpool Family Care Centre through case conferencing and clinical supervision.

The provision of group programs has also been significant in providing parents with an introduction to relationship parenting and highlighting the importance of children’s emotional development. Circle of Security groups continue to be in high demand and are provided regularly at Camden and now at Jade House by the CNC. A big thank you goes to Focus on New Families and Linking Families for their generous support in offering free childminding for these groups.

Health Promotion activities included presenting a seminar on perinatal mood disorders to 30 mothers from the Bright Start Playgroup at Narellan during PND Awareness week. Mothers were very open about sharing their experiences and what was helpful for them.

Relationship Based Parenting principles was presented to 25 volunteers doing their training with Focus on New Families in reciprocation of their support to Karitane@ Camden. The NUM of Karitane@Camden and the CNC visited the Child & Family Health Nurse’s at Bowral Community Health Centre to welcome referrals to Karitane services from the Southern Highlands areas.

Working with fathers and developing appropriately engaging information was also addressed by attending the very informative Fathers’ Attachment Seminar held at the NSW Institute of Psychiatry as well as the “What works to engage Dads” workshop held at the Mary McKillop Centre, Nth Sydney.

Perinatal & Infant Mental Health is considered a specialised area of therapy and keeping abreast of changes to practise is always important. The CNC attended a two day Perinatal Interpersonal Psychotherapy workshop last year in December which will be followed up with further training focusing on couples grief and loss in the perinatal period again in December 2012.

The Attachment & Clinical Research Interest Group consists of experienced clinicians coming together to present their current work and this year a one day workshop was held at Carramar at which the CNC presented on the Circle of Security Parenting Education Program evaluations and the potential benefits to the parent/infant relationship in regards to improving emotion regulation and parental reflective capacity.

The perinatal mental health needs of families accessing Karitane services is promoted by the addition of the CNC participating on working groups reviewing best practice and policy development throughout the organisation.

Clinical Supervision has always received great importance across Karitane both individually and as groups, with clinical supervisors dedicated to meeting the needs of clinicians working with families who may be experiencing challenging or complex areas of need. Meetings are facilitated by the CNC three times a year to review this commitment and to make sure we are able to evaluate the effectiveness and suitability of clinical supervision for clinicians.

A regular promotional activity includes the Health Awareness corner at Karitane@Camden.

Men’s Health Week was promoted in June.
Another year passes and it is time to reflect on the year that has been.

Family Partnership has proven to be a significant aspect of my role again this year. I have joined with Karitane and South Western Sydney Local Health District staff to facilitate two core Family Partnership training programs, one at Caringbah and one at Lismore. The core training is required training for all staff working in the Supporting New South Wales Families sustained home visiting program. In this instance for some staff the training was already undertaken previously however the opportunity to participant in the training with their whole team proved to be a very valuable team building exercise as well. Additionally, I co-facilitated my first Level 2 Family Partnership training for Facilitators. This was held at Karitane, Carramar in March 2012. The participants were made up of Ministry of Health staff and Non-Government staff who are working with families with young children across the state of NSW. Five of the eight staff trained have already facilitated their first group this year and have given feedback as to their success in facilitating for the first time. Another Facilitator training will be held in April/May 2013.

Another aspect of my role has been working closely with staff and teams on the undertaking of the comprehensive assessment with families. Both the Family Care Centres and the Residential units have been undertaking a trial of new forms over the last few months. The process of reviewing the forms has also included listening, watching and writing, during the interview between staff and parents. I have also been able to interview parents after their initial assessment interview and asked them about their experience. This process has provided useful information to then learn from to improve not only the interview questions but also the process in which the interview is arranged and undertaken. The nursing staff have been very open and genuinely interested in being involved in this quality initiative.

This year my role has focussed on developing the role of our clinical nurse specialists (CNS) within the organisation. Thinking through how the CNS role and CNC’s can work together to achieve the strategic directions of our organisation. We recently held a CNS professional development day which was well attended, with feedback from the CNS stating they felt their role was clearer and they were keen to move forward in the organisation.

I could write more fully about clinical practice reviews, and clinical audits on handover practices, however I think I will leave it there. I would like to add though, my sincere thanks to all of the staff whom I have the pleasure of working with across the Karitane organisation and across NSW, along with all of the remarkable families we have the privilege of working with.

CNS professional Development Day Staff: (L to R) Carol Davidson, Karen Willcocks, Jo Ramjan, Thelma Roach, Jo Bottin, Cathy Lamb, Rebecca Gallagher, Leone Thomson, Kylie Hodge, Stephanie Harrison, Vicki Borg, Marion Stein, Suzie Ingram.
Our Purpose:

To provide evidence based services and programs to support, inform and educate families throughout the childhood years and to build the capacity of the child & family health and the perinatal mental health workforce.
Quality

Accreditation – Organisational Wide Assessment

Karitane underwent an Organisational Wide Assessment (OWS) by The Australian Council on Healthcare Standards (ACHS) under EQuIPS. Surveyors visited Karitane for 3 days to review 47 criterion to ensure our services met the required clinical, support and corporate standards.

Karitane performance was outstanding and staff, volunteers and contractors are all congratulated on their commitment to providing the best quality care and service to our clients.

Karitane received nine (9) Outstanding Achievements (OAs), fourteen (14) Extensive Achievements, twenty one (21) Marked Achievements and three (3) criterion were not applicable to the organisation.

From January 2013, the Australian Commission on Safety and Quality in Health Care’s (ACSQHC) new Quality Health Standards will commence. Karitane is in the process of reviewing these standards to ensure compliance where relevant to our services.

Client Feedback

Client feedback is provided from various resources that include discharge questionnaires, follow up phone calls, interviews, state-wide Patient Satisfaction Survey and through the complaint/compliment mechanisms.

Our staff and services receive many compliments, but it’s our client suggestions that give us opportunities to improve our services for future clients. Some of our service improvements over the past year include the opening of a day service and a Toddler Clinic at Camden, streamlining client intake systems, providing information to clients before admission by email, implementation of the client reminder messaging system and reviewing children’s menus to provide more choices.

During this period, over 590 written compliments were received and 7 complaints. Matters raised by complainants were responded to as a matter of priority and resolved within the NSW Health timelines.

1.3.1 The organisation received OA's in the following organisation.

1.1.4 Areas:

Karitane received OA's in the following areas:

1.1.1 Assessment ensures current and ongoing needs of the consumer / patient are identified

1.1.2 Care is planned and delivered in collaboration with the consumer / patient, and when relevant the carer, to achieve the best possible outcomes

1.1.4 Outcomes of clinical care are evaluated by healthcare providers and where appropriate are communicated to the consumer / patient and carer

1.2.1 The community has information on health services appropriate to its needs

1.3.1 Health care and services are appropriate and delivered in the most appropriate setting

1.4.1 Care and services are planned, developed and delivered based on the best available evidence and in the most effective way

1.6.3 The organisation meets the needs of consumers / patients and carers with diverse needs and from diverse backgrounds

2.1.1 The organisation’s continuous quality improvement system demonstrates its commitment to improving the outcomes of care and service delivery

2.5.1 The organisation’s research program develops the body of knowledge, protects staff and consumers / patients and has processes to appropriately manage the organisational risk associated with research.

1.6.3 The organisation meets the needs of consumers / patients and carers with diverse needs and from diverse backgrounds

2.1.1 The organisation’s continuous quality improvement system demonstrates its commitment to improving the outcomes of care and service delivery

2.5.1 The organisation’s research program develops the body of knowledge, protects staff and consumers / patients and has processes to appropriately manage the organisational risk associated with research.

“Quotes from our parents”

“It’s been 5 weeks since I returned home from my residential stay at Karitane... baby would wake up almost every hour in the night too & wouldn’t sleep much in the day. She kept getting constipated. We had tried several different things... asked different family members to help feed her, went to doctors but nothing seemed to work & things kept getting worse. I cannot thank you enough for the timely support & much needed help I received from Karitane when I needed it most.... The change in her behaviour was phenomenal.... The nurses at Karitane helped greatly & it’s amazing what sometimes just taking a step back can do. We are very happy with this positive change in our dear daughter & I can truly say now that I am enjoying our time together again!!”

“Overall, we are very privileged and blessed to be here at Karitane. The experience has been life changing for the positive. Congratulations Karitane.”

“I really felt as though people really cared about me and my children. The nurses, social workers and psychiatrist were all brilliant and have given me access to other services in my local area...”

“Karitane empowered me as a parent to care for my child while providing skills and strategies that worked and that I “felt comfortable” doing.”

“My experience at Karitane has been positive and reassuring. The staff have been very helpful and supportive. They have provided me with tools and strategies that I can use at home.”

“My needs and concerns were listened to. I was encouraged and supported. My role as a mum was complimented & supported.”

“It was nice to meet other mums going through similar experiences and that we are all learning new techniques & information together. It makes you feel more confident when you know it’s not just you, you don’t feel like such a failure.”
Staff Survey

A Press Ganey Staff survey was conducted mid year 2011. Data was analyzed at an overall organisational level, and benchmarked with National Industry benchmark that included public, private and community groups. The survey sample was sent to 128 staff with a 68% response rate.

Ours staff told us:

- 92% of employees said that the quality of the care provided at Karitane was excellent and would recommend the services provided at Karitane to friends and relatives
- 95% of employees told us that their immediate supervisors are open, communicative, prudent, and decisive
- 82% of employees felt Karitane is providing what they need and feel connected to their work because they feel supported and respected by their employer.
- Staff satisfaction with their pay, job security, and benefits were above the 80% percentile in the national healthcare benchmark

Though we rated highly across all areas in the National Healthcare benchmark, staff did highlight areas where improvements could occur within teams and management areas.

Management provided feedback through written information, open forums and through work teams.

Policy Reviews

During 2011-2012, forty one (41) organisational polices were reviewed to ensure best practice and compliance with NSW Ministry and legislation requirements. All Karitane policies are accessible through the South Western Sydney Local Health District intranet services.

Monitoring of our Activities

Karitane collects key performance indicators (KPI’s) across all services and undertakes regular audits to ensure compliance with policies and legislation. Some of our KPI’s include admission rates, waiting periods, infection control identifiers, and Edinburgh Depression Scales completed. Staff hand hygiene and other work health & safety audits are conducted monthly and reported to relevant governance committees.

Community Participation

We acknowledge and thank all our consumers and volunteers that give up their time and provide valuable input to assist us to improve our services.

Awards, Publication and Conference Presentations

Karitane continues to demonstrate quality improvement and excellence through research projects, publication, conference presentations and submission to awards. Our staff presented at a number of local, state and international conferences.

Congratulations to Liverpool Family Care staff for their submission to the South Western Sydney Local Health District Awards.
Awards

Family Matters Program receives ‘Australian Crime and Violence Prevention Award 2011’. The Family Matters program supports young women who are in custody in the Juniperina Juvenile Justice Centre by providing parenting and life skill education. The prize money received funded a pilot of this program at the Male Juvenile Justice Centre in Western Sydney.

“Deadly Tots-No Gammon” Resources Launch

Karitane was funded under the Aboriginal Child, Youth and Family Strategy Sydney Metro Region (ACYFS) for the “Deadly Tots – No Gammon” Project, a project to communicate and enhance the key messages about children’s social and emotional development to Aboriginal families and communities. The ACYFS is the NSW Government’s prevention and early intervention strategy that aims to provide Aboriginal children and young people with the best start in life.

The “Deadly Tots - No Gammon” Project engaged government and community organisations in the review and development of culturally appropriate resources. The resulting resources include a locally developed and culturally appropriate version of the Love Yarn Sing Read Play developmental flip chart, and accompanying CD of the Love Yarn Sing Read Play song and a height chart. A Deadly Tots webpage and series of blogs, hosted by Strengthening Families: Resourcing parents, a You Tube channel and a Facebook page were also developed to ensure sustainable promotion and distribution and hopefully provide an opportunity for continued engagement.

On the 4th August, at Jarvie Park in Marrickville, the Deadly Tots Resources for Aboriginal Families promoting key messages around social and emotional development of young children was launched. The launch also included a Koorie Kids Family Fun Day providing a range of activities including traditional Aboriginal hand painting, shell art, dance classes and workshops on cooking healthy foods.

iKare day

Karitane worked in partnership with the Fairfield Liverpool Mental Health Network and offered iKare day. This event a Family Fun day hosted on the Karitane Carramar site with a range of fun activities including a jumping castle, petting zoo, car show and sausage sizzle also provided information for families about services available for families who live in the Fairfield and Liverpool areas.

China

Karitane is working in collaboration with the National Centre for Maternal and Children’s Health Care in China and the Guangzhou Women’s and Children’s Hospital, Guangdong Province. The project aim is to adapt Australian practices to support sleep and settling difficulties for children and strategies to address challenging toddler behavior to be culturally appropriate for implementation in China.

As part of this project the Karitane Education team has provided:

- Training and clinical placements for Chinese clinicians: two clinical staff undertook 3 month placement at Karitane NSW based facilities
- Education workshops by Karitane staff in China: 3 training workshops delivered over 2 years with one more workshop scheduled for September 2012
Conferences, Workshops and Training.

- Relationships in 3D conference - 16th September 2011 (Dr Tim Moore, Dr Roger Dunstan, Ms Karen Willcocks, Professor Virginia Schmied, Teena Clarke, Kim Psaila) This conference explored the concept that all our relationships are interconnected and influence our practice when working with families.

- Perinatal Depression and Anxiety Seminar - 15th May 2012. Professor Bryanne Barnett presented an overview of mental health in the perinatal period including information on identification of problems, early intervention, prevention and management.

- Advanced Parent Child Interaction Therapy (PCIT) training – 20th & 21st October 2011. This 2 day training was offered for professionals who had completed the 5 day PCIT introductory training with the aim of preparing participants for assessment of competency in the delivery of PCIT. Participants who completed this training were provided with monthly supervision in order to support them to implement PCIT therapy.

- Karitane education department offers a variety of workshops and seminars targeting professionals working with families, some of these include; Women as Mothers (WAM) facilitator training, Toddler Clinic Workshop, Breastfeeding workshops and Introduction to Attachment workshop.

UWS/Karitane Masters in Nursing: Child & Family Health

The UWS/Karitane Masters in Child & Family Health: Karitane continues to be popular. Enrolments for 2012 continue to exceed all expectations with as many as 50 students enrolled into subjects in the course.

Professional Development

The end of year training day was a successful day with an overview of Karitane achievements for 2011, presentation of 10 and 20 year service awards and the opportunity for all staff to fulfil mandatory training requirements for the year including CPR, fire and evacuation training and infection control. The theme for the day and the team building activities focused on communication.

The tradition of team Christmas photos with Karitane’s very own Santa Clause continued, these photos have been made into calendars for 2012 that are displayed in each unit.

Family Partnership Training

Karitane education team continues to be active in the delivery of Family Partnership Training in the SWSLHD and rural NSW. Karen Willcocks the Karitane C&FH CNC has been trained as a Family Partnership training facilitator and participated in training in February 2012. Karitane has also been working in partnership with rural area health services to provide family partnership training in rural NSW.

Student Placements

The provision of clinical placements for students from a variety of disciplines wishing to experience the specialty field of Child & Family Health and Perinatal Mental Health continues to be a focus of the education staff at Karitane. Karitane has been host to undergraduate and post graduate nursing students, psychology students, social works students, medical students and variety of students from other related fields. More recently Karitane have become involved in the Fairfield Business Partnership Program offering work placements for year 11 and 12 students who are undertaking studies in business for their HSC.

Placements for students cannot happen without the support of all the staff in the organisation. The staff in the education department wishes to thank the organisation staff for the support they offer with these students.

Parent Education

Karitane continues to work in partnership with childcare centres, pre schools and other parent support groups to provide evidence based parent education sessions. Karitane education staff is active in the delivery of Triple P training in partnership with a variety of community based services. Working in partnership with other organisations is an effective way to engage parents to attend education.
Research Projects

1. Toddler biology and behaviour
The HPA axis is a brain region which has been implicated in the development of behavioural problems, and can be assessed by salivary measures of the hormone cortisol. This ARC funded (linkage grant) study, conducted in collaboration with the University of Sydney, will examine relations between HPA-axis function, parenting practices and family environment, and features of disruptive behaviour problems in toddlers. Participants in this research will be recruited primarily from the Karitane Toddler Clinic.

PCIT has a well established evidence base for children aged 2-7 years, however the Karitane Toddler Clinic applies a modified version of PCIT to families with children as young as 15 months. This project will examine the effectiveness of PCIT delivered to families with children as young as 15 months.

3. Maternal separation anxiety, parenting and infant behavioural disturbance
Separation anxiety disorder (SAD) is characterised by severe anxiety focused on the safety, well-being and proximity of close attachment figures. SAD has typically been viewed as a disorder of childhood, however in recent years a clinical form of adult separation anxiety disorder (ASAD) has also been documented. This study will examine the nature, co-morbidities and associated outcomes of adult separation anxiety disorder (ASAD) in a postnatal population. Participants in this research will be recruited from the Karitane Residential Unit (Carramar).

4. Separation anxiety in pregnancy: Associations with oxytocins release, attachment styles and mother-infant interactions
It is increasingly recognised that heightened maternal anxiety affects mother-infant interactions and that poor bonding experiences adversely affect the maternal and infant outcomes. In this ARC funded (linkage grant) study, UNSW with partners Karitane and SWS-LHN, will investigate the unique and pivotal role of oxytocin in mediating the mother-infant attachment relationships. This will be an important first step towards understanding the biological mediators of individual variation in mothering among women, a behaviour which is sure to have consequences for the mental health and development of the next generation.

5. The perinatal journey: The process and impact of psychosocial assessment
Limited research has investigated the approach taken by midwives and nurses when conducting psychosocial risk assessment. This ARC funded (linkage grant) study, conducted in collaboration with the University of Western Sydney, will examine the process and impact of psychosocial assessment. It will capture for the first time the dynamics of the interaction and approach needed to engage women, particularly those who are distressed, in clinical and early intervention services.

6. Personality disorders and the Edinburgh Postnatal Depression Scale (EPDS)
This project, conducted in collaboration with the Sydney South West Infant, Child and Adolescent Mental Health Service, aims to (a) provide empirical evidence on whether women scoring high on the EPDS are more likely to have a ‘borderline personality disorder’ than women scoring in the moderate range on the EPDS; (b) report the rate of women scoring in the severe range on the EPDS who also have a borderline personality disorder.

7. The place of Volunteer Home Visiting (VHV) services in a continuum of early childhood prevention and intervention strategies in NSW
The objectives of the research are to gain a better understanding of the place of VHV in present and future prevention and care provision strategies in NSW; to explore the specific needs and experiences of VHV programs of clients from CALD backgrounds and to understand what VHV represents in terms of broader contexts and trends.
8. Family Partnership in Practice: An Ethnographic Study of the Karitane Residential Unit

This study aims to provide a distinctive account of partnership in child and family practices. This will address gaps in the knowledge and theories of practice in general and specifically in relation to the Family Partnership Model (FPM) as an exemplar. The study will document how the principles of the FPM are implemented and adapted in everyday practice, focusing on the Residential Unit at Karitane. Through an ethnographic approach, it seeks to explore what FPM looks like as practitioners work with different families facing different parenting challenges. It also seeks to identify circumstances in which practitioners find it harder to achieve the aspirations of FPM, and to investigate factors (at individual and organizational levels) that might assist in this regard.

Conference Presentations


Karitane remains committed to ensuring the health, safety and welfare of employees, patients, clients, visitors and contractors. Karitane continues to work to fulfil work health and safety (WHS) legislative requirements and comply with relevant NSW Ministry of Health, South Western Sydney Local Health District policies, procedures and guidelines.

The organisation’s WHS Management System is reviewed and improved to minimise risk of harm or injury to, and improve the safety and wellbeing of staff, clients, visitors, contractors and others.

### Results in OHS

In 2012 there were 121 incidents reported on the NSW Health Incident Information Management System (IIMS).

Karitane did not have any accidents or incidents requiring WorkCover notification during the year.

No investigations were conducted or Provisional Improvement Notices issued by WorkCover NSW.

<table>
<thead>
<tr>
<th>WORKERS COMPENSATION PERFORMANCE INDICATOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
</tr>
<tr>
<td>2012</td>
</tr>
</tbody>
</table>

* As per Karitane Employee Services Data for period July 2011 – June 2012

The following is a list of some of the risk mitigation activities that were completed in 2012:

- Review of WHS Risk Register
- Review of WHS Department Risk Registers
- Update of WHS Training Needs Matrix
- Development and review of WHS policies and procedures
- Completion of Annual Mandatory WHS/Fire/Security Training
- Manual Handling Competency Assessment of all staff
- Annual Evacuation/Fire Drill for all Karitane centres.
- Flu Vaccination Program for Karitane staff
- WHS incidents monitored at Health & Safety Committee Meetings allowing staff an opportunity to participate in decision making
- WHS audits and inspections
- Ministry of Health OHS&IM Profile
- ACHS OWS Audit
- Key Register Audit
- Chemical Audit
- Security Audit
- Monthly Workplace Inspections
- Quarterly External Grounds Inspections

Karitane performed well in the 2012 Ministry of Health Occupational Health and Safety and Injury Management Profile (audit) thanks to the diligent efforts of the Karitane Health and Safety Committee, Managers and staff in meeting their WHS responsibilities. However, there were areas identified for improvement and Karitane will focus on addressing the issues with the aim of maintaining a high standard in WHS.
Our Financials
Treasurer’s Report

The result for the financial year 2011-2012 was a surplus of $141,192 compared with a loss in the prior year of $217,181. Our income grew during the current year by $978,855. The increase in funding enabled us to expand our services and programs to more families and communities.

Government subsidies and grants, which comprise the majority of our funding, increased during the year by $433,770. Income from Patients’ Fees increased by $193,537 due to the operations of Karitane @Camden, which opened in 2011, whilst donations during the year were $144,449 more than donations in the prior year.

During the current year expenditure increased by $620,482. The majority of this increase was due to employee related expenses, $466,133, whilst depreciation and amortisation costs increased $116,981.

At year end our balance sheet remained strong with total assets of $17.1 million and net assets of $11.9 million. The deferred income of $1.7 million represents grant monies and donations carried forward as a liability to fund contracted projects in future periods or for specific projects with unspecified time limits.

Where deemed appropriate the Directors will continue to expand services and strengthen and undertake projects based on a conservative utilisation of available funds.

Robert Casamento FCPA.
Treasurer

<table>
<thead>
<tr>
<th>Income Statement</th>
<th>2012 $</th>
<th>2011 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>9,882,762</td>
<td>8,899,612</td>
</tr>
<tr>
<td>Other Income</td>
<td>24,094</td>
<td>28,389</td>
</tr>
<tr>
<td>Employee benefits expense</td>
<td>(7,380,084)</td>
<td>(6,913,951)</td>
</tr>
<tr>
<td>Depreciation and amortisation</td>
<td>(448,630)</td>
<td>(331,649)</td>
</tr>
<tr>
<td>Occupancy expenses</td>
<td>(345,812)</td>
<td>(321,718)</td>
</tr>
<tr>
<td>Fees written off</td>
<td>(38,445)</td>
<td>(37,944)</td>
</tr>
<tr>
<td>Printing and stationery expenses</td>
<td>(108,401)</td>
<td>(111,950)</td>
</tr>
<tr>
<td>Telephone expenses</td>
<td>(87,589)</td>
<td>(68,497)</td>
</tr>
<tr>
<td>Repairs and maintenance expenses</td>
<td>(101,764)</td>
<td>(105,363)</td>
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<tr>
<td>VMO expenses</td>
<td>(182,424)</td>
<td>(143,218)</td>
</tr>
<tr>
<td>Consultancy expenses</td>
<td>(51,895)</td>
<td>(99,776)</td>
</tr>
<tr>
<td>Conference expenses</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other expenses</td>
<td>(1,020,620)</td>
<td>(1,011,116)</td>
</tr>
<tr>
<td>Net Surplus / (Loss) for the year</td>
<td>141,192</td>
<td>(217,181)</td>
</tr>
</tbody>
</table>

Other Comprehensive Income

Revaluation of Property, Plant and Equipment
- 819,542

Other Comprehensive Income for the year
- 819,542

Total Comprehensive Income for the year
141,192 602,361

The above information was extracted from the Financial Statement of Karitane for the year ended 30th June 2012 and is included here for information purposes only. The Financial Statement can be obtained free of charge by writing to: The Chief Executive Officer, Karitane Po Box 241, Villawood NSW 2163.
Our Financials

Balance Sheet

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>1,599,545</td>
<td>1,266,654</td>
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<tr>
<td>Trade and other receivables</td>
<td>1,425,158</td>
<td>1,429,137</td>
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<tr>
<td>Available -for-sale financial assets</td>
<td>999,720</td>
<td>866,899</td>
</tr>
<tr>
<td>Other assets</td>
<td>116,953</td>
<td>50,509</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>4,141,376</td>
<td>3,613,199</td>
</tr>
<tr>
<td><strong>Non-current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>12,916,077</td>
<td>13,226,956</td>
</tr>
<tr>
<td><strong>Total non- current assets</strong></td>
<td>12,916,077</td>
<td>13,226,956</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>17,057,453</td>
<td>16,840,155</td>
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</tbody>
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<table>
<thead>
<tr>
<th>LIABILITIES</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>1,934,273</td>
<td>2,316,846</td>
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<tr>
<td>Provisions</td>
<td>1,539,132</td>
<td>1,415,548</td>
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<tr>
<td>Deferred Income</td>
<td>1,636,980</td>
<td>1,256,155</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td>5,110,385</td>
<td>4,988,549</td>
</tr>
<tr>
<td><strong>Non-current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provisions</td>
<td>60,719</td>
<td>106,449</td>
</tr>
<tr>
<td><strong>Total non- current liabilities</strong></td>
<td>60,719</td>
<td>106,449</td>
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<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>5,171,104</td>
<td>5,094,998</td>
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</tbody>
</table>

| NET ASSETS                       | 11,886,349 | 11,745,157 |

<table>
<thead>
<tr>
<th>FUNDS &amp; RESERVES</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accumulated Funds</td>
<td>8,489,035</td>
<td>8,347,843</td>
</tr>
<tr>
<td>Reserves</td>
<td>3,397,314</td>
<td>3,397,314</td>
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<tr>
<td><strong>TOTAL FUNDS &amp; RESERVES</strong></td>
<td>11,886,349</td>
<td>11,745,157</td>
</tr>
</tbody>
</table>

The above information was extracted from the Financial Statement of karitane for the year ended 30th June 2012 and is included here for information purposes only. The Financial Statement can be obtained free of charge by writing to: The Chief Executive Officer, Karitane Po Box 241, Villawood NSW 2163.
Staff & Volunteers

Chief Executive Officer
Robert Mills

Director of Clinical Services
Deborah Nemeth

Visiting Medical Officers
Dr Ian Harrison
Dr Peter Hong

Senior Staff Specialist
Professor Bryanne Barnett

Quality / Marketing Manager
Fefe Lawson

OHS Coordinator
Vicky Jelic

Finance Department
Katia Paton
Nelly Bideau
Susan Atterton
Dushi Goonesekera

Employee Services/Fleet
Pina Filipone

Management Coordinator
Karen Willcocks

Clinical Nurse Consultants
Susan Morgan
Marion Stein
Karen Willcocks

Education and Research
Monica Hughes
Frances Casicio
Barbara Chemuel
Karen Willcocks
Jane Doepel
Maha Sedhom
Jane Kohlforth
Ann Simpson
Sharlene Valhos
Karen Burr

Camarram Residential Unit
Lynette Finch
Maria Daniel
Judith Arentz
Vicky Borg
Joanne Bottin
Karen Cawthorne
Gail Dickens
Susan Filacouridis
Rebecca Gallagher
Stephanie Harrison
Tracy Healign
Kylie Hodge
Therese Holdsworth
Carol Hood
Bronwyn Howard
Maree Kiflas
Cathy Lamb
Linda Lennie
Kha Nguyen
Nguyen Nguyen
Janice Orebi

Sarah Peacock
Joanne Ramjan
Johanna Read
Margaret Simpson
Judith Sullivan
Linda Steng
Ruth Tam
Gennine Tarasenko
Leanne Tucker
Donna White
Wendy Williams
Elizabeth Windsor

Camarram Residential Unit
Angela Wood
Maree Pascale
Susan Portors
Angela Marthick
Joanne Bogg
Marie Lamont
Fiona Wyman
Pauline Fallsshaw
Carol Giovanetti
Lisa Reever

Medical Records
Tia King

Hotel Services
Stella Stankovic
Maureen Beardsley
Aniceta Cruz
Radojka Kristic
Antonietta Yomona
Alita Maula Jiminez
Marta Vegas
Amy Lee Patterson
Western Patterson

Medical Records
Tia King

Jade House
Ann De Belin
Luisa Abella
Kim Thorpe
Fiona Donald
Suntiha Job
Agata Kowalczuk
Leone Thomson
Angie Scalise
Margaret Stuchbery
Marion Stein
Denny Maclaine

Liverpool Family Care Centre
Kate Mejaha
Rose Propper
Lesley Campbell
Mary Ha
Susan Ingram
Marilyn Jones
Zoe Paul
Susan Robertson

Randwick Family Care Centre
Frances Stancombe
Christine Brachmanis
Christine Rosengren
Nicolee Abitiz
Justine Goldin
Kathy Hodge
Sarah Capel
Susan Quinn
Katie Stasny

Connecting Carers
Rita Fenech
Frida Azzopardi
Vanessa Jelic
Margaret Davis,
Jill Death
Kim Hawken
Astrid Hocking
Sandra Kessler
Susan O’Connor
Sally Rogers

Talking Realities
Rebeccah Roberts
Karitane Linking Families
Sophia Nabi
Teresa Kelly
Kardonia Daawod
Amy Leung
Heidy Morales
Tien Nguyen
Anh-Linh Pham
Freda Simpson
Sally (Allison) Lee

Toddler Clinic
Susan Morgan
Thelma Roach
Leone Thomson
Borne (Bunsang) Stewart
Linda Lennie

Administration
Robyn Sargent
Grace Nowak
Maureen O’Donoghue
Dina Ponzo

Casual Staff
Katrina Ross
Keri Hutchins
Jennifer Sexton
Clare Teoh
Melissa Denny
Deborah Parrington
Jane Surgenor

Volunteers
Alison Murphy
Annette O’Meara
Lauren Aron
Margaret Beckinsale
Margaret Haywood
Marie Nelson
Maria Suarez
Marina Cheung
Marketa Sloane
Mary Fen Brennen
Mary Purnell
Minoo Ijan
Nadeen AO
Natasha Hussein
Nicole Taylor
Ninorta Zakarya
Nola Burns
Princess Elani
Rebecca Cox
Rebecca Rose
Robyn Quin
Robyn Wilson
Rosa Crisant
Roxene Quinn
Ruth Caven
Sandra Merritt
Sarah Huynh
Shirley Whitelum
Stella Nowosu
Stephanie Turner
Suham Oratha
Tanica Cant
Thap Dau
Thelma McPherson
Thi Be Nam Huynh
Thi Thanh Huong Le
Tiffany Tran
Tina Li
Ting Liang Zhang
Tracy Alexander
Valerie Kennedy
Van T.P. Lu
Vivienne Chang-Gammie
Zoe Catalan

Annual Report 2012 35
Hub a haven for families
MORGAN COWING
FAIRMONT. YOUNG families now have a one-stop-shop to enjoying various services their children would otherwise go without.

The Commissions for Children's Communities has been a great help to families, helping them to access various services their children would otherwise go without.

The centre is an information hub for families, with respected community services available on site. It also has a referral service for families.

Karitane manager Leigh Nicholls said the centre was set up to provide a variety of services, with a focus on early intervention for children.

The centre is part of the Children's Community Hub, which provides a range of services to young families, including a laboratory for babies and children.

Help is at hand for parents with babies
ADAM KOLDER
NEW parents will have a little help in the form of a new care centre, which opened its doors on September 23.

The centre is part of the Children's Community Hub and provides various services, including information and support for parents.

Karitane's Leigh Nicholls said the centre was set up to provide a variety of services, with a focus on early intervention for children.

It's important for families to know where to turn when they need help.

Karitane's Leigh Nicholls said it's important for families to know where to turn when they need help.

New way to calm cry babies
Rosie Squires
It's never clear why babies cry and it's often hard to comfort them. But there are some techniques that may help.

Some babies prefer to be held close to their mothers, while others enjoy being rocked gently. It's important to find what works best for your baby.

It's important to keep your baby warm and dry, and to ensure they are not hungry or uncomfortable.

Mother of a debate over how to get baby asleep

What comes to finding a solution, every 2nd and 3rd parent will discover their own methods work well enough to pull them through.

Parents and experts have long debated whether babies should be allowed to cry it out or comforted when they're upset.

Sunday Telegraph
01/04/2012

Fun day for the family
Karitane Fairfield will hold a family fun day on Saturday, October 22, to celebrate National Children’s Week and Mental Health Month. From 11am-2pm, the 1939 Dick Whittington Club will have cars on display and there will be a jumping castle, laughing workshop, massage close and Zumba demonstrations. There will also be information stalls covering a wide range of parenting and community health messages. Karitane is at 138-150 The Fiona Ainslie Freeway, Caramba, entry and parking at Mitchell Street. Admission is free. Details: www.karitane.com.au.
Thank you for your contribution

At Karitane our work and commitment to families and parenting would not be possible without the commitment of these organisations that supported us throughout 2011 and 2012. We greatly value their financial support and partnership.

Our other supporters are:

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