



# Annual Report 2017 – 2018

Corazon Centre Inc.  
A not for profit organization serving the people of Wyndham.

## Introduction

This report covers the period from July 2017 to June 2018. The highlights and significant events of these twelve months have included the following:

- Continual provision of the Psychological Counselling service against the background of Mental Health Reform.
- Signing of the memorandum of understanding with MacKillop Family Service
- Progressive development of the intensive Circle of Security (COS) program for caregivers and their young children (< 5years).

- Renewal of service agreement with North West Melbourne Primary Health network to provide counselling services through the CareinMIND program and the Suicide Prevention Service.
- Renewal of service agreement with Carers Victoria to provide relaxation therapy to individuals who receive the Australian Carer Payment.
- Development of our Child Safety Policy.
- Therapy dog accreditation.

## Service Provision

### Professional Services

#### Psychological Counselling Service

##### Referrals

Referrals to the Corazon Centre come from general practitioners, paediatricians and psychiatrists through two referral pathways: The Better Access to Mental Health Services and the CAREinMIND Program. Both these programs are funded by the Australian Government Department of Health, the former through the Medicare Benefits Scheme (MBS) and the latter through the North Western Melbourne Primary Health Network (NWMPHN). Primary Health Networks (PHN) referrals fall into

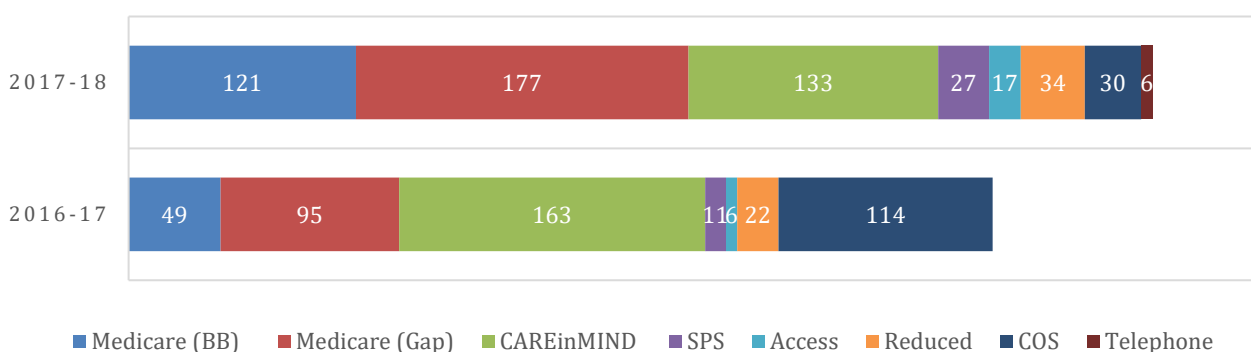
counselling services to employees who have personal and/or work-related difficulties.

During the last twelve month's reporting period, the Psychological and Counselling Service has seen an increase in the number of new referrals received. As illustrated in Figure 1 the total number of referrals accepted during the reporting period was 124, which represents an increase of 21 (20%) new referrals compared to the previous reporting period.

Of the total number of referrals received, 64 (56%) came through the Better Access to Mental Health Initiative. This figure represents a 60% (24) increase over the previous year.

Referrals from the NWMPHN CAREinMIND program, accounted for 22% (25 in total) of referrals of which 18 were from the General Service while 7

**Figure 2. Referral source and number of therapy sessions provided between 2016-2018**



Note: Other = Circle of Security, Telephone counselling referrals (2017-2018)  
Circle of Security referrals (2016-2017)

two categories: General and Suicide Prevention Service. Referrals to the Circles of Security group program (CoS) are funded through the MBS group item numbers. Referrals are also received from Access Employment Services Program (EAP). EAP is a work-based program that provides

were from the SPS. Overall, there was a 49% (24) reduction in CAREinMIND referrals in the General Service and an increase in the SPS. There was also a sharp increase in referrals from Access EAP (17) compared to the previous year (6). Referrals (6) to the Intensive Circle of Security group program have

remained constant over the past two reporting periods.

## Therapy Sessions

Referral session numbers to the Psychological and Counselling service are capped as per the following:

- MBS referrals – a maximum of ten (10) sessions each year – universal access scheme
- CAREinMIND – strict eligibility criteria (health care card holder)
  - General Service referrals – a maximum of twelve (12) sessions each year
  - Suicide Prevention Service referrals – a maximum of eight (8) sessions. Referral is valid for a period of 8 weeks.

The number of therapy sessions delivered by the Psychological and Counselling service reflect these funding constraints and highlight the short-term nature of mental health services in Australia.

During the reporting period, a total of 522 individual psychological treatment sessions were provided through the various referral pathways (see Figure 2). An additional 30 group therapy sessions were provided through the Circle of Security program in the reporting period.

Overall, there was a 49% (172) increase in the number of sessions delivered compared to the previous reporting period. Of this number, 298 sessions were funded through the MBS, and represented a 106% increase compared to the previous 12 months. Of these sessions, 121 were bulk-billed. The remainder of sessions (177) attracted a gap fee.

The number of CAREinMIND sessions (General Service), on the other hand, decreased by 18.4% (30). Sessions delivered through the SPS, however, increased by 145% (16). This number reflects the increased number of referrals to this program. “Over the past few months we have seen an increase in the number of daily SPS referrals to CAREinMIND (regularly between 4-8 daily). However, a reduction in the SPS budget for 2018-2019, has prompted a review of the SPS service to accommodate this increase” (per communication Carol Westrup, Manager, CAREinMIND Mental Health Service). It is likely the additional sessions allocated to the SPS were offset by reducing the number of sessions available through the General service. The psychological and counselling service also provided increased Access EAP sessions during the reporting period. For the first time, telephone counselling was provided to a client residing in a rural and remote part of Australia.

## Reflection

Australia is facing a mental health crisis with a majority of adult Australians experiencing a mental health condition in their lifetime (Australian Medical Association 2018). Since the introduction of Better Access in 2006, which provides universal access to mental health services for consumers and an uncapped funding source, the demand for psychological services has escalated. At the time of the Better Access evaluation in 2010, the budget was \$500 million and growing. By 2013 three million people had accessed psychological services and more than 20 million services had been provided at a cost of nearly \$3 billion dollars (InPsych, 2017). Despite the huge demand for psychological services and the effectiveness of this initiative, the government has introduced changes to Better Access to reduce mental health care expenditure. For example, in the 2011-2012 budget the Federal Government announced a reduction in the number of Medicare sessions available under Better Access. When first introduced, consumers were eligible for 12 individual sessions with an additional six sessions under exceptional circumstances. The changes reduced the number of available sessions to a maximum to 10, with no exceptional circumstances.

In 2014 the National Mental Health Commission undertook a review of mental health services in Australia. One of the recommendations of this report was to move funding provided for Better Access to services provided through PHNs. To this end a model of ‘stepped-care’ is being implemented across Australia. Within this framework consumers presenting with, for example, mild mental health problems are encouraged to take part in low intensity treatment (e.g., e-therapy, coaching for mental health issues) and only ‘stepping up’ to more intensive treatment if clinically required. This approach to mental health, raises threats not only to the professional provision of psychological services, but potentially to the community through the “redirection of services previously provided by psychologists to other professionals who are certainly not as well trained in treating mental health disorders, and in some cases have questionable training to deal with psychological distress” (InPsych, 2017, p.8). Furthermore, the implementation of a ‘stepped care’ approach threatens to put a large component of Better Access at risk, as access to these services would be controlled by PHNs and limited to specific population groups and subject to capped funding models. As aptly summed up by Adjunct Ass Professor Lesley Russell Wolpe (Menzies Centre for Health Policy, 2018) “current government sees PHNs only as a means of introducing contestability and competition into health care and shunting

elsewhere the hard work of providing appropriate care for local needs at affordable costs”. The lack of a national design or structure that facilitates the prevention or necessary care for people with mental illness, continues to create ongoing uncertainty and angst among both service providers and consumers of mental health services in Australia.

### Circle of Security (CoS) Intensive Parenting Program

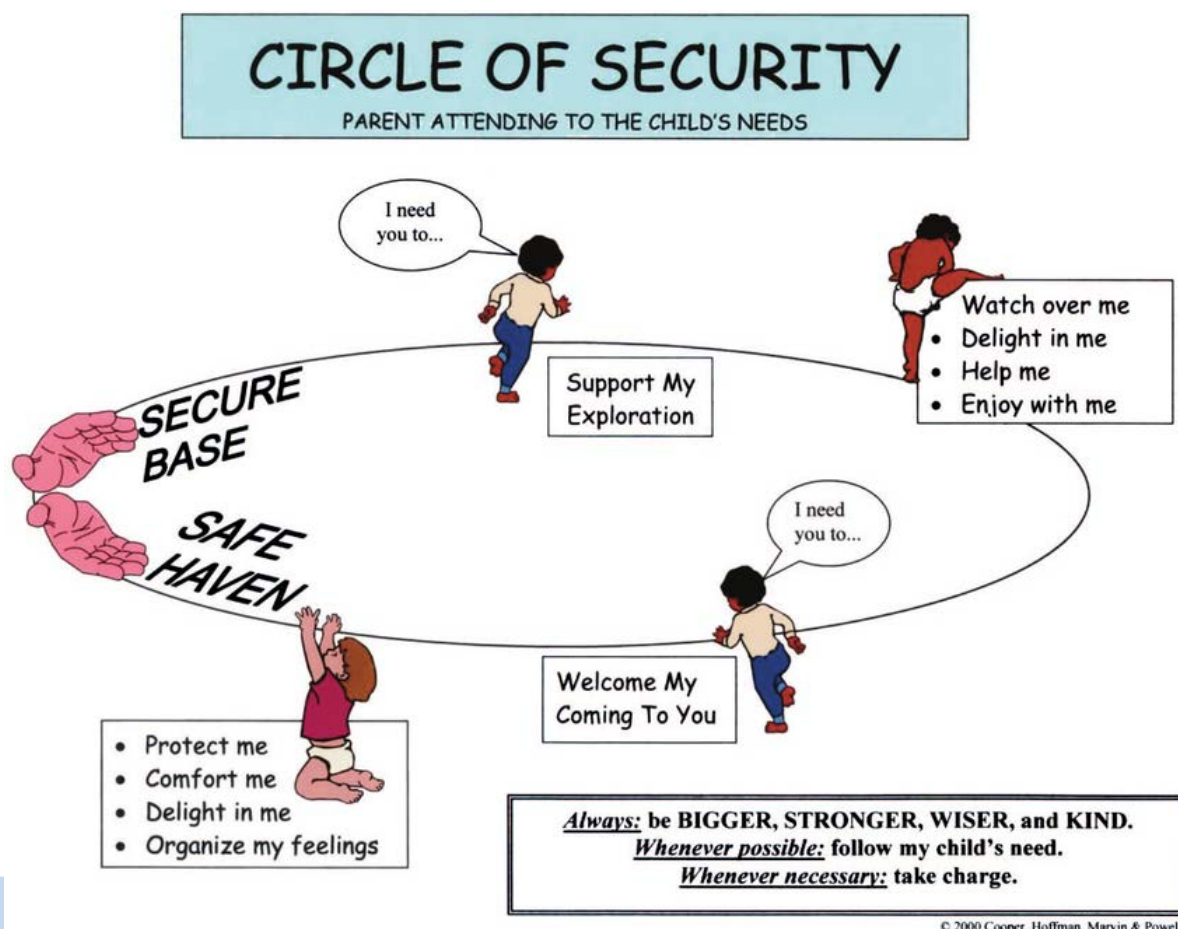
During early 2018 planning got underway to run a further CoS intensive parenting group.

The difficulty in recruitment of staff and expense of running the program has brought some changes to the overall structure of the intensive program by the creators of the program. Initially, the group program catered for six dyads (caregiver and child) and the intervention ran over twenty weeks. The structure of the program was revised, and it is now possible to run the program in a variety of formats: individual or 2, 4 or 6-person groups. During May we started preparations for running a 2-person (4 dyads) intensive group which ran for 11 weeks.

Broadly, the program focusses on improving caregiver relational capacities associated with child attachment security. For each dyad (caregiver-child) a core parental difficulty in meeting the child’s attachment (bottom of circle) and exploration needs (top of circle) is identified and video clips are chosen from the initial assessment to assist the parent to see both their capacities and difficulties in relation to this issue. Studies have shown that the program is successful in increasing the child’s level of security following the CoS intervention.

### Employment of Psychologist

We were fortunate to employ Dr Candice Loopstra, a clinical psychologist, in November 2017 for a twelve-month period. This made it possible and manageable to meet the increased demand for service we had experienced. She was also certified in Circle of Security assessment and treatment planning which allowed us to continue to offer the Circle of Security group program.



## Relaxation Service

The Relaxation Therapy Service has been provided by Fiona McKee. The main source of referrals is from Carers Victoria. There has been an increase in the number of clients seen and relaxation therapy sessions provided during the reporting period (see Figure 3). Carers Victoria purchase services for their clients which gives access to between one to three massage sessions each year.

During the reporting period six new referrals were accepted for service which is a 50% increase on the previous twelve months. There has been an increase in overall output during this period (see Figure 3).

The service is well received by Carer Victoria clients and much positive feedback is received. A consumer provided the following feedback. "Would like to compliment Fiona at Werribee, she has been wonderful and leaves me feeling marvellous and rested. Would recommend the centre to anyone needing help as they are so loving and caring".

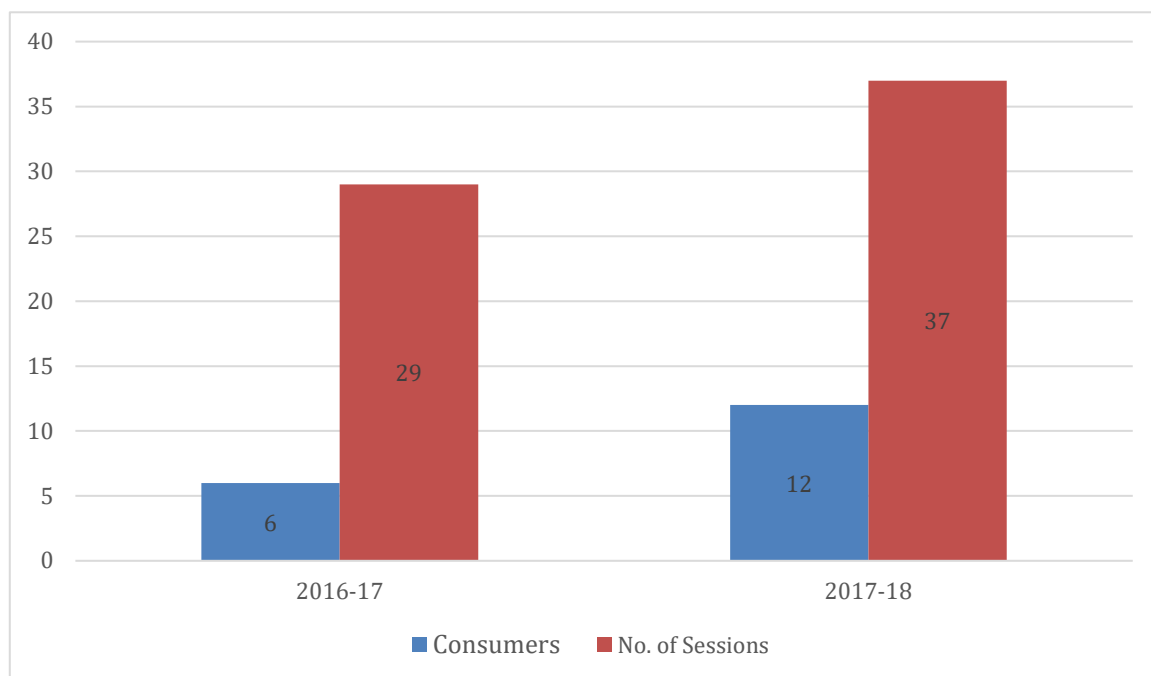
As in the previous reporting period, the continued growth in referrals can be attributed to the positive nature of our relationship with Carers Victoria.

## Volunteer Service

The volunteer service continues to provide supervised children's activities to support the psychology and counselling service and the Circle of Security group and to facilitate access for caregivers with children. This important service is co-ordinated by Fiona McKee who has been assisted by volunteer Elaine Keogh. During the reporting period 42 hours of child care support was provided to caregivers. There was a slight decrease (26%) in child care hours provided compared to the previous reporting period. Furthermore, no child care was provided to Circle of Security participants during the last twelve months as it was not required.

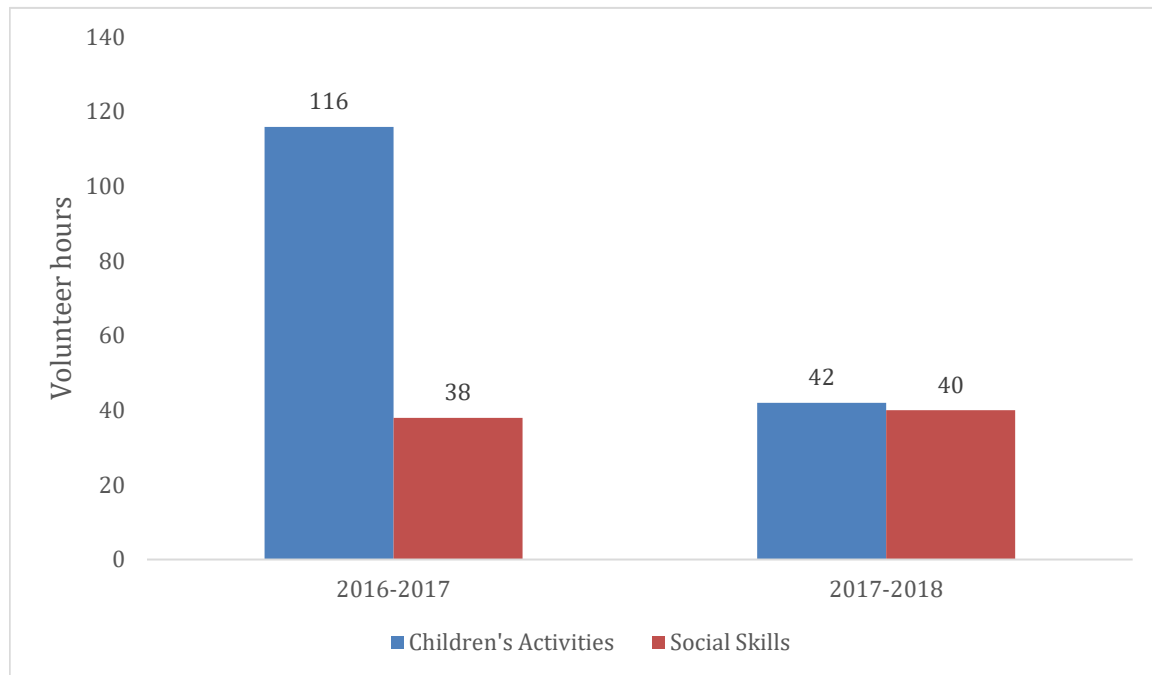
The add-on social skills activity provided to a client of the Psychological and Counselling service, described in previous reports, has been maintained. This client has also been linked into various community-based support services, to help him feel a valued and included member of his community. This service continues to be provided by Fiona McKee with help from therapy dog Finn.

**Figure 3. Number of consumers and relaxation therapy sessions provided between 2016-2018**





**Figure 4. Volunteer hours and activity between 2016-2018**



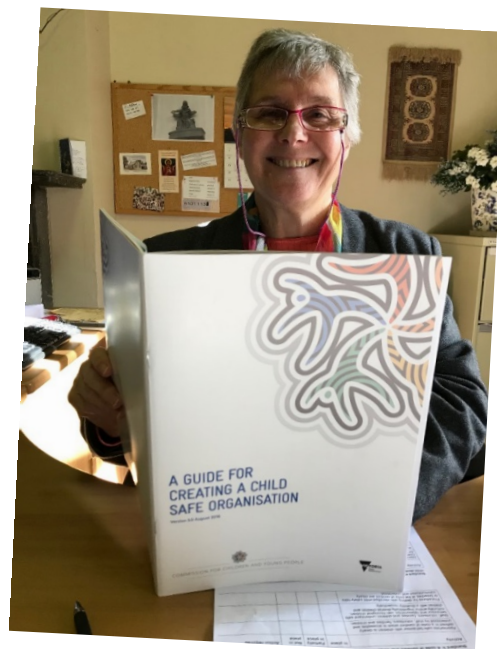
## Commitment to Child Safety

Early in 2018 Corazon undertook to meet the legal obligation of the organisation to comply with Victoria's compulsory Child Safe Standards. These standards exist to ensure that children attending the Corazon Centre are kept physically, emotionally and culturally safe.

Two members of the Committee of Management, Geralyn McCarthy and Mary D'Elia have had extensive training in this area and have also provided education and training of professional staff to understand and comply with the Child Safe Standards. At an extraordinary meeting in April, 2018 Geralyn presented a session on "Safeguarding Children and Young People" which outlined the Victorian Child Safe Standards and Mary introduced a Self-audit Toolkit developed to assist organisations to determine how well they meet the requirements. A working party was then established to work with the audit tool to identify and address steps to be taken by Corazon in order to ensure compliance.

Acting upon recommendations from the working party the Corazon website has been updated to ensure it now meets the requirements of a Child Safe Organisation; a new complaints/feedback form is now available to all clients; and the Circle of Security graphic is displayed in the office area at the entrance to Corazon. While Corazon is compliant with some of the 7 Standards, the Committee of Management will draw on "A Guide for Creating a Child Safe Organisation" from the Commission for

Children and Young People to continue the work towards developing a policy and satisfying all Standards.



Mary Davis rsj - Committee member and member of the Child Safe Working Party

## Spotlight on a Volunteer

We would like to introduce Elaine Keogh. Elaine, a long-term Werribee resident, has been involved with the Corazon Centre for nearly three years. Elaine comes to us with a vast amount of administrative experience, having worked as a legal secretary in a law firm. She now uses her talents to provide administrative support to Corazon one day each week. In addition, she is an important member of the Circle of Security team. In this picture she can be seen transcribing a COS interview. This is a very time-consuming job and we are grateful for the skill and professionalism she brings to the task. She also supports Fiona McKee in providing child care for our “Circle” clients.

We are indebted to our volunteers, Fiona McKee, Elaine Keogh, Tess Mijares. Graeme Byrd for their support of the Corazon. We are so fortunate to have such a generous group of people supporting us.



Elaine Keogh – Administration

## Therapy Dog Finn

Since the last reporting period our new dog, Finn, has undergone extensive therapy dog training. In November 2017, Jenny and Finn attended a six-day training course for the training and certification of therapy dogs. Jenny increased her knowledge about animal assisted interventions and Finn gained accreditation as a Therapy Dog. Since graduation Finn has become an integral part of Corazon.

Finn meets and greets clients when they arrive for their session and is a calming presence in the waiting area. He also has an amazing ability to gauge an individual’s emotional state and will accompany some people to their actual therapy session. This provides comfort and can facilitate the sharing of painful memories upon Finn’s response to their state of mind.

Graduation Day



Animal assisted intervention

Graduation Class







## Collaboration with Community Organisations

### *Daughters of Our Lady of the Sacred Heart*

We thank St Theresa (Tess) Ward and the leadership team of the Daughters of OLSH, for their affirmation in the work of the Corazon Centre and their continued support since its inception.

### *MacKillop Family Services (MFS)*

During the previous reporting period our long-standing relationship with MacKillop Family Services was reviewed with the aim of updating the original covenant agreement and work towards creating a Memorandum of Understanding (MoU). At our last Annual General Meeting, held in November 2017, the new MoU was signed by Dr Robyn Miller, CEO of MacKillop Family Services and Sr Tess Ward, Provincial Leader of the Daughters of Our Lady of the Sacred Heart. With the shared aim of improving the circumstances of disadvantaged children and families the two organisations come together in a spirit of collegiality and a model of collaboration and friendship. The MoU sets out ways in which we can share agreed resources and skills. MacKillop Family Services has committed to providing a staff member to sit on the Corazon Committee of Management to promote communication between the parties and explore opportunities for collaboration. Mary D'Elia, General Manager, Community Programs currently fills that position.



From top: Committee members Dominique Molloy (L) and Mary Davis (R) with Dr Robyn Miller (centre) the CEO of MFS – Dr Robyn Miller – and Sr Tess Ward signing the MoU.



## Farewell to Judy Cain

It is with deep gratitude that we farewell Judy Cain as the current, longest serving member of the Committee of Management and Committee Chair for the last four years. From its humble beginnings in 2000, as a Ministry of the Daughters of Our Lady of the Sacred Heart, Judy has been part of Corazon's journey: the early years of struggle to become established as a ministry; the period of growth during which Corazon continually adapted to changing needs and circumstances; the introduction of the CoS program and so much more besides. Throughout this journey, Judy has believed in this ministry and has been a most staunch supporter. Her long-standing service to Corazon has been characterized not only by giving of her time, talents, skills and invaluable experience, but also by her outstanding generosity and compassion. She has been colleague, friend and mentor and we value greatly, both her contribution and the gift of herself over so many years. Thank you, Judy, for all you



have been for and to us. You will always be a part of Corazon. As we farewell you, we wish you every joy and fulfilment in your retirement together with God's abundant blessings. "May the road rise up to meet you. May the wind be always at your back. May the sun shine warm upon your face; the rains fall soft upon your fields and until we meet again, may God hold you in the palm of His hand".

### *We extend a warm welcome to our new Committee of Management members:*

Mary-Anne Perry, Executive Officer, Westgate Health Co-Op Ltd and Adele Hegedich, a lawyer in private practice.

### *Community Grants and Donations*

#### **Fit4Use Store**

In July 2017, a donation of \$1000 was received from the Rotary Fit4Use Store in Werribee.

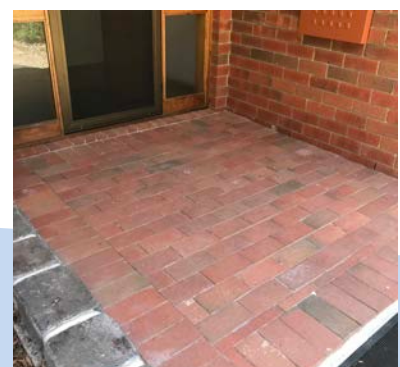
At the presentation, a former CoS client was in the store and spoke of her experience with the Circle program and the difference it had made to her life.



Jenny Sheehan with the Werribee Rotary President and Gail Squires, who nominated Corazon for the Community Grant.

### *Williams Landing Neighbourhood Grants Program 2017*

On 27 September 2017 we were awarded a Neighbourhood grant of \$2000. This money was used to make the entrance to Corazon more 'Disability Friendly'. In due course, the driveway will be paved. This makes access to Corazon easier for those with either mobility issues or mothers managing prams.



## ***Sisters of St Joseph (Region of Victoria and Tasmania)***

For the past few years, the Sisters of St Joseph have given a donation of \$500 to help fund the CoS program. We are most grateful for their continued interest in the work of the Corazon Centre.



Pictured from L to R: Judy Cain (Chairperson of the CoM, Sr Kerrie Cusack, Regional Leader Sisters of St Joseph Vic-Tas and Jenny Sheehan)

## ***Emmanuel College***

In February 2018 a donation of \$1,173.60 was received from the students of the college. This money was used to support the costs associated with the CoS program.

## ***Our Supporters***

We wish to thank the following people who have generously given of their time and skills:

- Frank Fichera for his auditing expertise, financial advice and guidance;
- Elaine Keogh, who provides administrative support one day per week;
- Deb McIlroy, Graphic Designer, who has designed the layout of the annual report;
- Graeme Byrd who continues to provide 15 hours of valued work per week at the Centre;
- Dianne Sandford, from Vinnies, who provides material support to our clients who are in necessitous circumstances.

## **Future Planning and Development**

- 1 Continue focus on the provision of perinatal and infant mental health services at the Corazon Centre.
- 2 Circle of Security model of parent/child psychotherapy will continue to be a priority for service development. Plans include:
  - Recruitment of psychologist who is certified in CoS assessment and treatment planning.
  - Securing the necessary supervision and mentoring to run the CoS intensive program
- 3 Work to obtain additional funding to supplement the shortfall in Government funding for our group programs and support individual clients who have experienced trauma.
- 4 Continue to build partnership with the North-West Melbourne Primary Network
- 5 Explore opportunities for the Corazon Centre and MacKillop Family Services to work together on our shared vision.
- 6 Continue to explore collaborative partnerships and relationships with local service providers.
- 7 Development of a Facebook page to provide resources for the Circle of Security
- 8 Formation in the charism for Committee members.
- 9 Ongoing commitment to reducing our “carbon footprint”.

## Financial Summary

### CORAZON CENTRE INC. FINANCIAL STATEMENT

For end of financial year to 30 June 2018.

<b>INCOME</b>	<b>AMOUNT</b>
Massage	\$2,040.00
Psychology	\$62,805.29
Community Grant	\$2,000.00
Bank Interest Received	\$3,523.22
Donations	\$500.00
Refund CCI	\$50.00
Province Car Subsidy	\$17,983.50
Solar Energy Refund	\$421.86
<b>TOTAL INCOME</b>	<b>\$89,323.87</b>
<b>EXPENDITURE</b>	
Property Maintenance	\$1,064.60
Water, Utilities	\$1,609.46
Salaries	\$14,033.06
Furniture & Equipment	\$1,373.29
Bank Fees and charges	\$326.24
Professional memberships	\$1,257.45
Professional Development	\$6,537.36
Consumer Affairs	\$56.90
Catering Expenses	\$219.36
Centre Expenses	\$9,039.05
Insurance	\$1,221.73
<b>TOTAL EXPENDITURE</b>	<b>\$36,738.50</b>
<b>SURPLUS (Income - Expenditure)</b>	<b>\$52,585.37</b>
<b>ASSETS</b>	
Cash in bank	\$1,460.93
Investments	\$205,410.08
Motor Vehicle	\$25,685.00
Furniture & Equipment	\$17,881.52
Building works	\$25,282.91
<b>TOTAL ASSETS</b>	<b>\$275,720.44</b>
<b>Liabilities</b>	
GST	(\$2,482.62)
PAYG Tax Withheld	\$238.00
Superannuation	\$308.84
<b>TOTAL LIABILITIES</b>	<b>(\$1,935.78)</b>
<b>ASSOCIATION'S EQUITY</b>	<b>\$277,656.22</b>