



# Annual Report

## 2018 – 2019

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

## Introduction

This report covers the period from July 2018 to June 2019. The highlights and significant events of these twelve months have included the following:

- Appointment of new committee members
- Continual provision of the Psychological Counselling Service, against the background of continued Primary Mental Health Reform.
- Increase in Medicare rebate for psychological services
- Continued provision of the Circle of Security (COS) intensive program for caregivers and their young children.
- Completion of Circle of Security accreditation training.
- Continued demand for relaxation therapy service.
- Renewal of contract with North West Melbourne Primary Health network to provide counselling services to individuals on Commonwealth concession cards through the CareinMind program.
- Renewal of contract with Carers Victoria to provide relaxation therapy to carers funded through Commonwealth and State Government funding programs.
- Development of a supported playgroup for vulnerable families
- Registered provider of services through the National Disability Insurance Scheme
- Development of a community garden and employment of a landscape gardener
- Continued development of our Child Safety Policy
- Ongoing commitment to reducing our “carbon footprint”.

## Service Provision

### Professional Services

#### Psychological Counselling Service

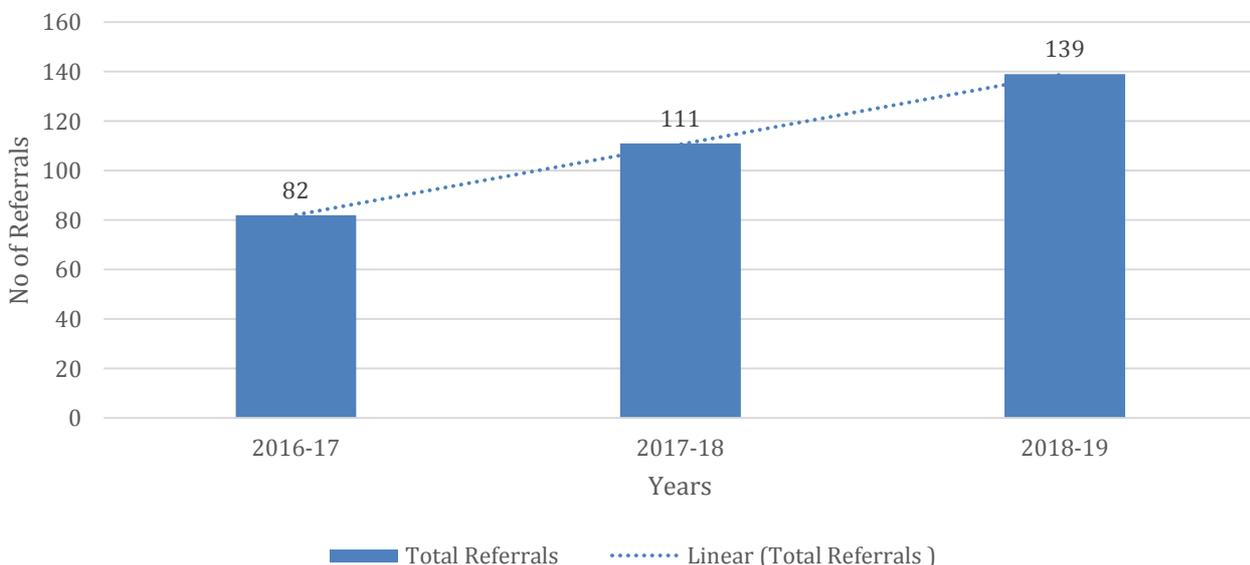
##### Referral Pathways

Referrals to the Psychological Counselling Service come through three different referral pathways: Better Access to Mental Health (Medicare), CAREinMIND (Primary Health Network) and Access Employment Assistance Program (EAP). Both the Better Access and CAREinMIND

programs are funded by the Commonwealth Government, while Access EAP is funded by various industry employers.

The total number of referrals accepted during the reporting period was 81. As shown in Figure 1, there was an increase in the number of client referrals accepted for service during the last three years. During the 2018-19 reporting period, there was an increase of 28 new referrals (25.2%) compared to the previous reporting period. This is likely due to increased staffing during this period. Over the past 3 years client referrals have increased by 69% (57 clients).

Figure 1. Total referrals across 3 years

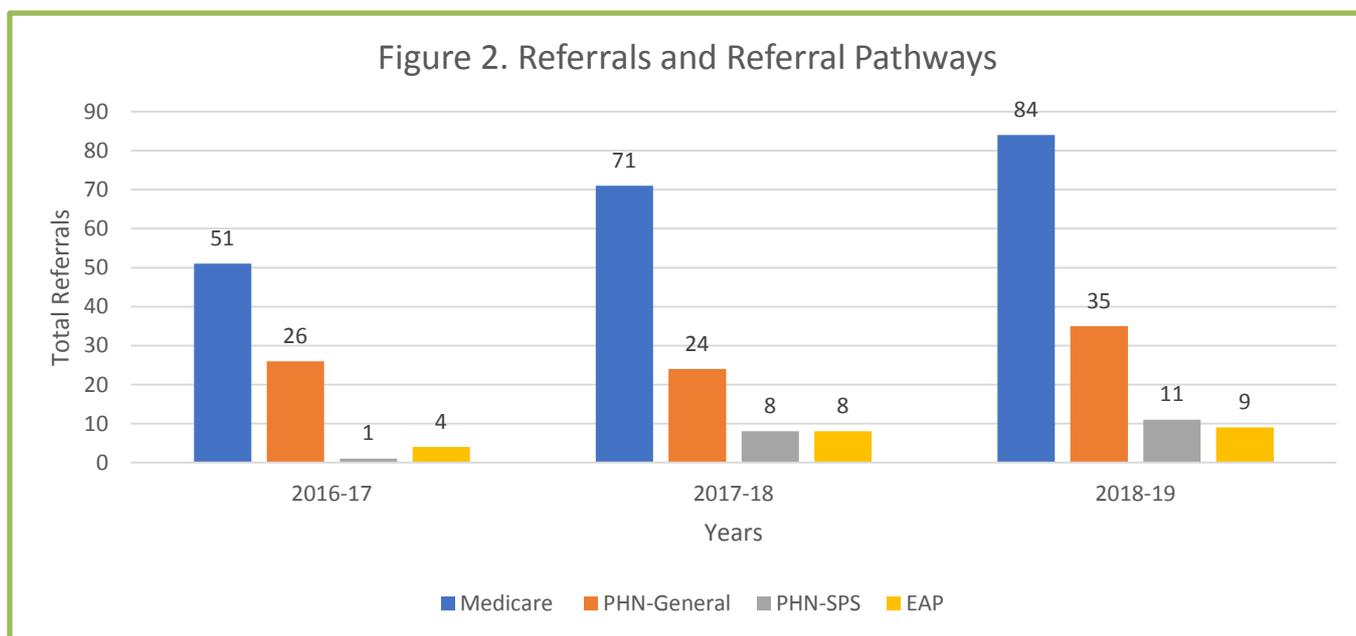


As illustrated in Figure 2, the main referral source is through the Medicare Benefits Scheme (MBS). Of the total number of referrals accepted during the reporting period, 84 (60.4%) were funded through the MBS. This represents a slight increase of 13 (18.3%) new Medicare referrals compared to the previous reporting period. Over the past three years, an average of 69 new Medicare referrals have been received each year.

Referrals from the Primary Health Network’s CAREinMIND program, the second most important referral source, accounted for 25.2% (35) of new referrals. The aim of this program is to provide access to mental health services for vulnerable and disadvantaged communities. This is an increase of 11 new referrals when compared to the previous

reporting periods. Unlike Medicare, referrals from this funding source are capped. We also received 11 new referrals through the PHN’s Suicide Prevention Service (SPS) during the past twelve months. This is an increase of 3 new referrals (37.5%) over the previous reporting period indicating the increased demand for this service. Clients from this program are eligible for referral to the CAREinMIND program if they meet eligibility criteria.

Referrals from the Access EAP program have historically been low. During the last two reporting periods the data would suggest this trend is changing. During the last 12 months, 9 new referrals were accepted for service which is only a slight increase (1 session) over the previous reporting period.



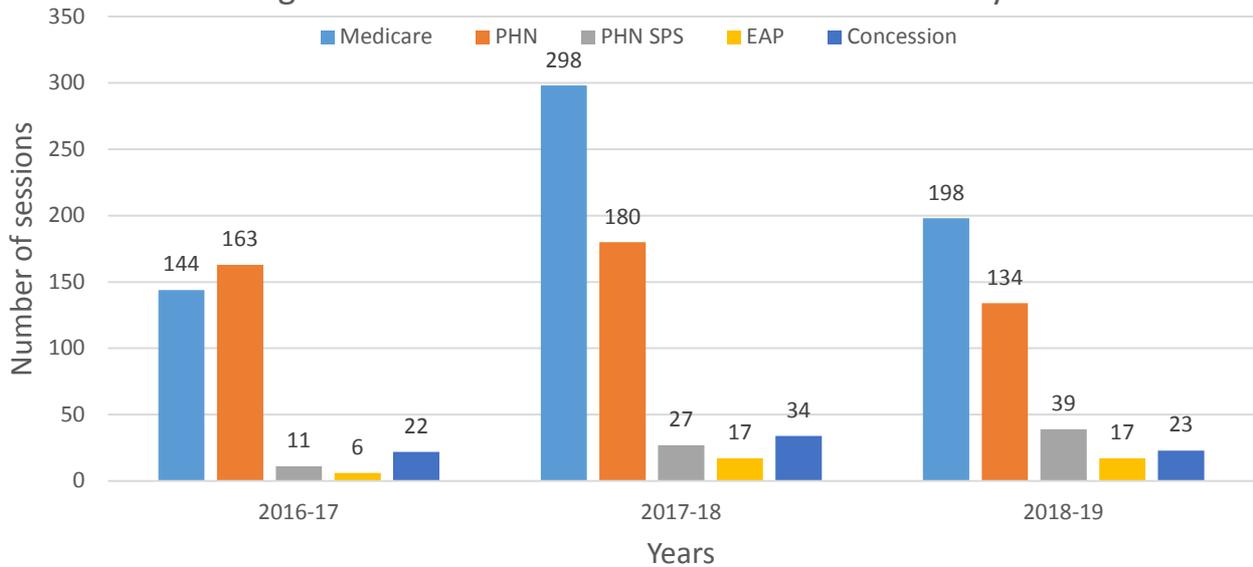
## Psychotherapy Sessions

### Individual Psychotherapy

As shown in Figure 3 (page 4), a total of 411 individual psychotherapy sessions were delivered during the reporting period. Of these sessions 198 were funded through the Medicare Benefits Schedule (Better Access). A further 173 sessions were delivered through the Primary Health Network’s (PHN) CAREinMind initiative, of which 39 sessions were delivered through the Suicide Prevention Service.

An additional 23 sessions were provided to clients in these programs who were low-income earners and for whom terminating therapy would have been detrimental to their well-being. Seventeen sessions were delivered on behalf of Access EAP. As Medicare referrals far exceed all other referrals it is unsurprising that most services are provided through this program.

Figure 3. Individual sessions and Referral Pathway



### Circle of Security (COS) Parenting Program

During the reporting period four parents of children with behavioural and emotional difficulties were referred to the Circle of Security (CoS) intensive parenting program. The 90-minute-CoS group session took place weekly. The post-test assessment indicated there were improvements in parent emotional functioning, improved child behaviour and more positive parent representations of the child and of parenting capacity (see feedback below). While these changes have been reported in the literature (Huber et al 2016, Poulsen et al 2019), questions remain about the mechanisms of change.

This year the CoS group was facilitated by only one facilitator. Finn, our trained therapy dog, however, was in attendance and this was a novel experience

for everyone involved. He became not just a passive observer but an active participant in the group. Each week the group was shown a sampling of each participant’s video clips, which is of itself, a stressful experience. Finn instinctively knew whose turn it was and laid alongside each caregiver. He repeated this action each week with each participant and was correct on each occasion. If someone became distressed, he moved towards them and offered comfort.

In consultation with Joe Coyne, our supervisor from the Queensland University of Technology, we were left wondering about the positive role the therapy dog had played in the intervention. The gains made by participants were beyond what was expected. Upon reflection, Finn was attending to participant’s bottom of circle needs. He helped participants organise their feelings, provided comfort and communicated to participants “I get you” in a concrete way. He also assisted with the demonstration of key CoS concepts as he wandered backward and forward between the participants and me. He embodied the concept of “touching base” which is at the heart of the “Circle” intervention. This indeed would be an exciting area for research.



## Some Feedback from our Participants

### What was the most rewarding moment?

“Being able to hear other peoples’ stories and relating them to my own situation with my kids”

“Seeing the small changes in my connections with (my child) and seeing her smiles on video, seeing that she at times was happy having me around”

### What was the most difficult moment?

“The videos, watching myself and my child. When I didn’t attend to his needs, was hard, as I felt guilty and sad”.

“Knowing about the shark music and behaviour patterns”

### If you knew what you know now, would you have joined this groups?

“Yes. I would definitely join. The outcomes of knowing what I know now was so rewarding for my entire family”.

“I joined because I didn’t know how to understand my son’s need. Now I can closely see the difference between needs and miscues”.

“Yes definitely 100%. Because it has opened my eyes”.

### Would you recommend this group to others?

“Yes, I will recommend all the mums in the world because it is a chance to change our lives for the better and our kid’s life as well”

“Yes, because it truly makes one see children as having genuine needs and not just kids being attention-seeking as society shows”.

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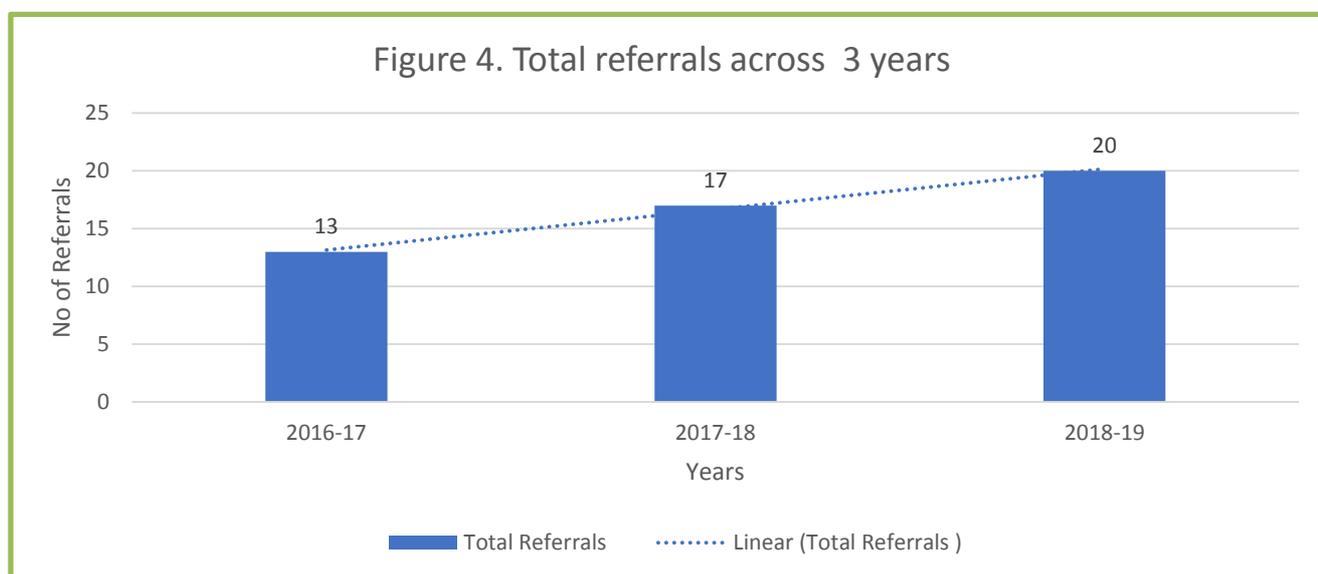
## Relaxation Therapy

### Referral Pathway

The Relaxation Therapy service has continued to be provided by Fiona McKee. The main source of referrals is Carers Victoria. While referrals from the local community are also accepted, these form only a small percentage of our total referrals.

In July 2018 we were fortunate to be recontracted to provide these services for Carers Victoria. In a rationalisation of services Carers Victoria has lost some of its funding from the Commonwealth government. It is unknown at this stage what impact this funding cut will have on the long-term provision of this service.

During the past twelve month’s reporting period, a total 20 new referrals were accepted for service. As shown in Figure 4, the number of client referrals accepted for service has increased during the past three years. During 2018-19, there was an increase of 3 (17.65%) new referrals compared to the previous reporting period. This increase is likely due with workers from Carers Victoria becoming familiar with the service.

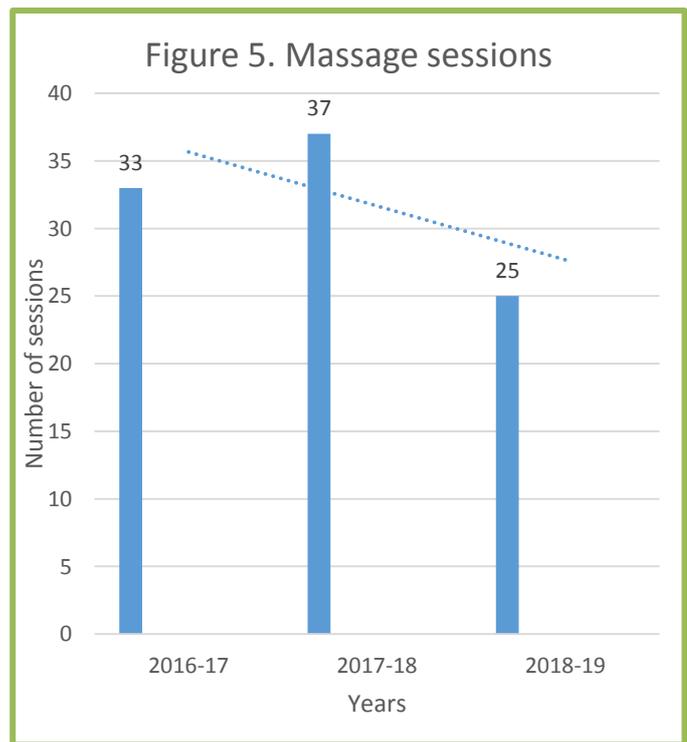


## Massage Sessions

As shown in Figure 5 below, a total of 25 massage services were delivered during the current reporting period. This represents a 32.4% (12 sessions) decrease in the number of massage sessions delivered compared to the previous reporting period. This is noteworthy given the number of referrals accepted for service during the reporting period exceeded those received during the previous reporting period. In addition, sessions delivered during the past twelve months were greater than in the current period. It is likely the reason for this inverse relationship may be attributed to the actual number of carers who take up the offer of a massage. Anecdotal evidence would suggest the burden of caring for a loved one leaves little time available for self-care.

### Some Feedback from a client

“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”.



## Volunteer Service

The volunteer service continues to provide supervised children's activities to support the psychology and counselling service and to facilitate access for parents with children. The service is supported by Fiona McKee, Elaine Keogh and Tess Mijares. The provision of childcare during the Circle of Security (CoS) program is an important and essential element of this work.

The unpredictable nature of this work requires a flexible approach to this role. We are fortunate to have such generous women to call on. During the reporting period 84 hours of childcare was provided. This is an increase of 42 hours (100%) compared to the previous reporting period. In addition, 38 hours of adult educational support was provided.

## Celebrating our Partners in Mission

Towards the end of 2018 several members of the Committee of Management (CoM) retired after many years of dedicated service to the Corazon Centre. Rebuilding the CoM, during 2019, became, of necessity, a priority for us.

Over the years, as we have developed more expertise, our services have become more streamlined. Our vision going forward is to further develop knowledge and skills in perinatal, infant and early childhood mental health, mental health issues affecting parents, parenting and parent-child assessment, including assessment of child attachment, and understanding and working with trauma in young children and adults.

Our commitment to the provision of the Circle of Security parenting program is an important step in this journey. Thus, in the recruitment of new members, there was a focus on the skills and expertise needed in new committee members to implement our vision.

We have great pleasure in introducing our Committee of Management members.

## **Committee of Management Members**

### **Office Bearers**

#### **Chairperson**

##### **Adele Hegedich**

Appointed Committee Member December 2018  
Appointed Chairperson September 2019



I was raised and educated as a catholic. I attended St James the Apostle Primary school and then Marian College. I found out years later that both schools were started by the Brigidine Sisters and although the Brigidine origins are lost at St James, they are very much alive (through the Kildare Ministries) at Marian where I am on the Stewardship Council.

2019 has been a busy year for me. In addition to the Corazon Board and Stewardship Council I also became a chartering member of the Rotary Club of Wyndham Harbour.

My husband Richard, and I, are lawyers and run our own law firm. Operating our own small business comes with its challenges. It also gives us the flexibility to spend time with family and travel as we desire.

My 10-year old stepdaughter and mother-in-law (after suffering a stroke) now live with us. My parents, sister and my husband are my younger brother's biggest advocates after he sustained an acquired brain injury due to a rare undiagnosed genetic disorder.

I have a strong social justice drive which is why I ran for local council in 2008, where I held a position as Councillor and subsequently Mayor until 2016. I volunteered and worked in a community legal centre during my university studies.

#### **Secretary**

##### **Noelene Keogh**

Appointed Committee Member March 2015  
Appointed Secretary March 2015



Noelene Keogh has been a member of the Corazon Committee of Management since 2015 and has been Secretary of the Committee since joining. She has been retired for two years and previously worked for 14 years in the education sector in secretarial roles. She has been a member of the Werribee Conference of the St Vincent de Paul Society since 2014 and has been President for the past 12 months. Noelene is a parishioner of the St Andrew's Catholic Church in Werribee.

#### **Treasurer**

##### **Mary Davis**

Appointed Committee Member March 2002  
Appointed Treasurer June 2010



Mary is a Sister of St Joseph and has been associated with Mackillop Family Services since 1997. Mary has been on the COM for Corazon since its inception and is very keen to see that our Centre focusses on early intervention with families. Mary has been a teacher for many years and enjoys seeing young people grasp new life skills.

## Members

### Pauline Compton

Appointed Committee Member March 2015  
Acting Chairperson December 2018 - September 2019



Pauline is a Daughter of Our Lady of the Sacred Heart who is privileged to serve on the Corazon Committee of Management. She has ministered in education, leadership and spiritual direction in the Congregation and is currently a spiritual director on the Retreat Team at St Mary's Towers Retreat Centre at Douglas Park.

### Belinda Sullivan

Appointed Committee Member September 2019



I have worked for many years in a variety of roles in Children's Services. I started as a kindergarten teacher working with 3 and 4-year-old children and in long day care with babies to school age. I have worked in a variety of early childhood centres and as an Area Manager, where I oversaw the running of 8 childcare centres. I have also worked in the City of Greater Geelong as an Educational Leader where I oversaw quality practice in their centres. I have recently started working for genU which is a not for profit organisation in Geelong and who work in the areas of age care, disability and employment. I am overseeing their new venture into children's services by opening their first centre.

### Geralyn McCarthy

Appointed Committee Member March 2017



Mrs Geralyn McCarthy is currently the Director of Student Services at Thomas Carr College, Tarneit. Geralyn has a background in Psychology, Social Work, Education and Theology. She has worked in a variety of counselling and other senior executive roles across the health, welfare and education sectors. In recent years, Geralyn has also obtained qualifications in the 'Safeguarding Children and Young People' area and is responsible for leading the implementation of child-safe standards at her college, parish and for the Missionary Society of St Paul. Geralyn is also an active member of St James the Apostle Parish, Hoppers Crossing North, where she is chairperson of the Parish Council and is involved in adult-formation. Geralyn is married with two young adult sons.

### Mary-Anne Perry

Appointed Committee Member December 2018



Mary-Anne Perry has a strong connection to bettering the health outcomes of the community. She has extensive experience in the not for profit health sector including her current role as General Manager of GP services for Star Health. MaryAnne has served as part of the Committee of Management of Corazon since 2018 and is pleased to share her skills and knowledge within her own local community.

## Provincial Chapter

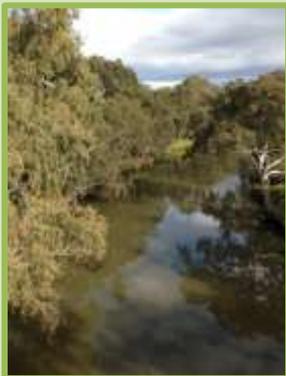
At our recent Provincial Chapter which was held from the 22nd to 28th September, Noelene Keogh (CoM secretary) joined the Chapter for an inspiring morning. During the morning some of our Partners in Mission and OLSH Associates shared how they lived the OLSH Charism in both their ministry and the situation of their lives. Pictured is the Provincial Leader, Sr Tess Ward with Noelene and Jenny. We wish Tess well as she returns to her beloved mission among the peoples living in and around Wadeye in the Northern Territory. Tess works as a Teacher-linguist in the Murrinhpatha language for the bilingual school, preparing texts for the literacy and RE programs in that language. She works with the elders of the 25 clans in a number of languages for the culture program in the OLSH Thamarrurr Catholic school.



Tess Ward (Provincial), Noelene Keogh (Secretary CoM), Jenny Sheehan (Corazon Centre)

## Development of a Community Garden

The Corazon property is set on 0.6 acres and is situated about 100 metres from the Werribee River.



Since moving onto the property in late 2000, we have focused our efforts on taking care of country. Over the years we have seen the healing impact our lush indigenous garden has had on our clients, with clients often remarking how peaceful our bush environment is. We continued to improve our bush environment by removing invasive weeds and adding hardy indigenous plants. We are proud to have several self-seeding indigenous plants around the property including native geraniums, which have lovely pink flowers and the native leek, which has little yellow flowers.

We continue striving to improve the water holding capability of our site by adding compost to our soil and a layer of mulch on top.

This has the added benefit of improving the health of our plants and reducing weeds. We have a closed loop system utilising all water on the property. We also have extensive water tanks around the property, with a total capacity 25,200L. These methods improve water retention in the soil and in the trees, which in turn cools the environment, reducing the urban heat island effect on our property.

This infrastructure has enabled the next step in our journey towards environmental sustainability. We are embarking on a new project in 2020 with the intent to plan, develop and implement a community garden project. We will be developing vegetable garden beds, with the aim of setting up a community vegetable garden program. These beds are to be set up as wicking beds, which are efficient watering systems. Watering from the bottom up, wicking beds allow the plants to drink as much water as necessary and have the capability to produce lots of fruit and vegetables to share with others. We will also be setting up gathering spaces within the garden, for communal gatherings and private reflection spaces, so the community can benefit from the relaxing garden. In addition, we will be installing an irrigation system to better utilise the tank water efficiently.

The other part of the community project is to develop a food forest. The food forest will have lots of fruit and nut trees, and other edible plants.

As the food forest will need protection from opportunist cockatoos and possums we will be building an anti-avery structure around the trees. This structure will also provide a home for our chickens. The food forest has the capability to provide useful work for the community, making people feel valued and providing food to share.

We are ever conscious of our responsibility to create habitat for native wildlife and do our part to fight the extinction crisis.



To help us with this work we have employed a landscape gardener. We welcomed Alison Dean to our team in July 2019.

We are fortunate indeed to have Alison caring for the Corazon grounds.



Alison had this to say about herself:

“Alison Dean lives, breathes and dreams about trees. She is the gardener/landscape designer at Corazon. As a University of Melbourne graduate in Urban Horticulture and having also recently completed her Permaculture Design Certificate, she has a deep understanding of how important plants are, not only for the health of our environment, but also for the health of us people and animals too. She has a holistic design approach to gardening, taking into account improving water use, plant health requirements, climate, micro-climates, improvement in liveability of our environment and the relationships of ecosystems in nature. She is the founder of “Greenshade”, a horticulture and landscape design consultancy business, that specialises in improving the liveability of our cities and landscapes.

She is also a mother of 3 wonderful daughters, a volunteer Life Saver at Altona, an environment advisory committee member at Moonee Valley City Council, a sourdough bread baker and has many other rolls (pun intended)”.

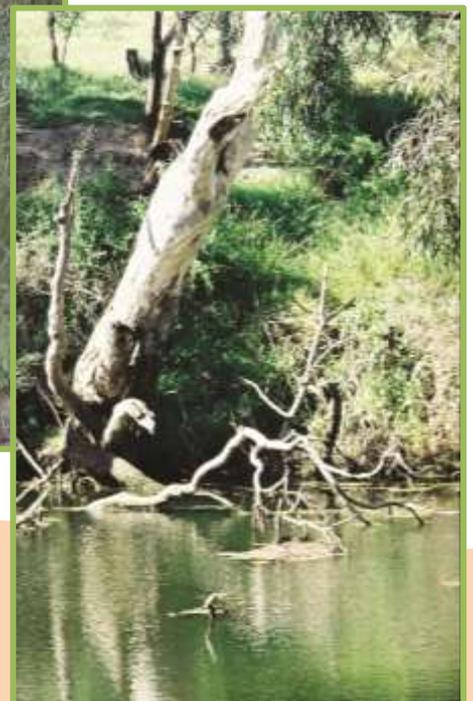
## Our Supporters

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 over nineteen years.
- Elaine Keogh, who provides administrative support one day per week.
- Dianne Sanford, from Vinnies, who provides material support to our clients who are in difficult circumstances.
- Graeme Byrd who continues to provide 15 hours of valued work per week in the area of maintenance and gardening.
- Deb McIlroy, Graphic Designer, who has designed the layout of the Annual Report from its inception.

## Future Planning and Development

- 1 Focus on strengthening perinatal and infant mental health services at the Corazon Centre.
- 2 Development of a strategic plan to guide development across the next 5 years.
- 3 Development of a supported playgroup for vulnerable families.
- 4 Planning and development of a community garden.
- 4 Employment of a psychologist with an interest in perinatal and infant and child mental health.
- 5 Continue to build partnership with the North-West Melbourne Primary Network
- 6 Continue to explore collaborative partnerships and relationships with local service providers.
- 7 Continued development of our commitment to Child Safety.



# Financial Report – for end of financial year to 30 June 2019.

## CORAZON CENTRE INC. FINANCIAL STATEMENT

For end of financial year: 30 June 2019

<b>INCOME</b>	<b>AMOUNT</b>
Massage	\$1,465.00
Psychology	\$57,412.90
Community Grant	\$0.00
Bank Interest Received	\$3,685.93
Donations	\$4,866.86
Refund CCI	\$50.00
Admin Fee	\$98.86
Solar Energy Refund	\$1,971.86
<b>TOTAL INCOME</b>	<b>\$69,551.41</b>

<b>EXPENDITURE</b>	
Property Maintenance	\$270.00
Water, Utilities	\$1,875.27
Salaries	\$8,197.47
Furniture & Equipment	\$261.00
Bank Fees and charges	\$243.57
Professional memberships	\$1,165.36
Professional Development	\$11,973.93
Consumer Affairs	
Catering Expenses	\$127.18
Centre Expenses	\$8,878.14
Insurance	\$4,529.08
Car Expenses	\$2,387.27
<b>TOTAL EXPENDITURE</b>	<b>\$39,908.27</b>
<b>SURPLUS (Income - Expenditure)</b>	<b>\$29,643.14</b>

<b>ASSETS</b>	
Cash in bank	\$1,655.54
Investments	\$234,819.69
Motor Vehicle	\$27,956.82
Furniture & Equipment	\$17,881.52
Building works	\$25,282.91
<b>TOTAL ASSETS</b>	<b>\$307,596.48</b>

<b>Liabilities</b>	
GST	\$297.12
PAYG Tax Withheld	\$0.00
Superannuation	\$0.00
<b>TOTAL LIABILITIES</b>	<b>\$297.12</b>

<b>ASSOCIATION'S EQUITY</b>	<b>\$307,299.36</b>
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