



Annual Report 2023 – 2024

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

Introduction

The report covers the period from July 2023 to June 2024. The highlights and significant events of this time include:

- Appointment of new member to the Committee of Management
- Appointment social media/administrative assistant
- Appointment of Circle of Security Support Worker

- Student placement arrangement with psychology department Victoria University
- Redevelopment of website
- Establishment of the Jubilee garden
- Establishment of a play room for Animal Assisted Play Therapy
- Policy Development in the areas of employment, safeguarding and payroll tax.

Service Provision

Professional Services

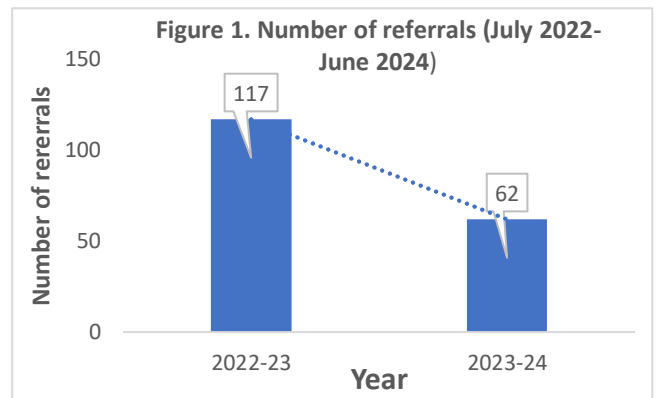
Psychological Counselling Service

Referral Sources

Our referral sources remained the same as in previous years and are derived from the following providers:

- Better Access to Mental Health, funded through the Medicare Benefits Schedule (MBS)
- NWMPHN Targeted psychological Support Services (CAREinMIND)
- NWMPHN Suicide Prevention Service (On the Line)
- Access Employment Assistance Program (EAP)

The total number of referrals accepted for service during our reporting period was 62. As shown in Figure 1, new referrals decreased by 47% (fifty-five) compared to the previous reporting period.

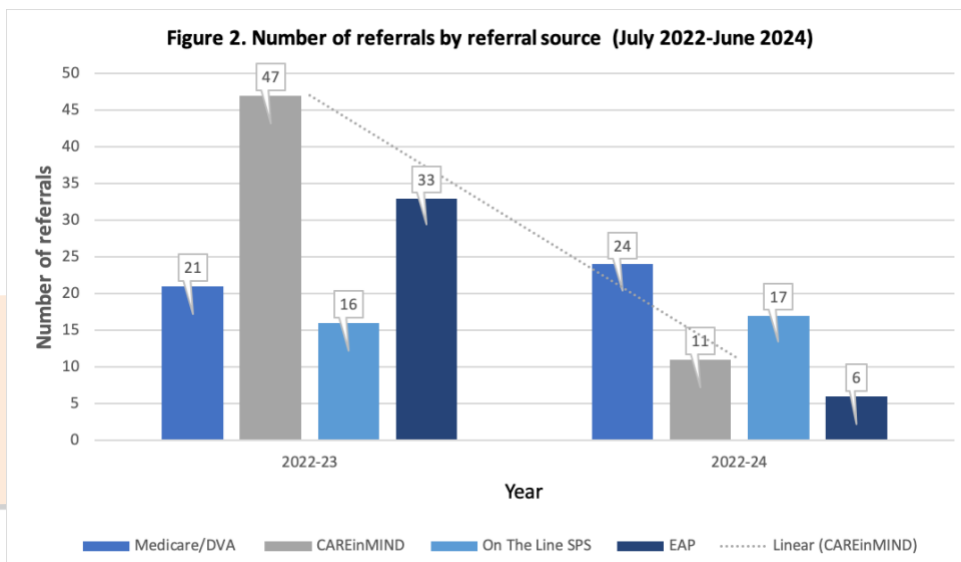


Referral Numbers

As shown in Figure 2, the sixty-two referrals accepted for service came from the following sources: Medicare, CAREinMIND, On the Line and EAP.

Referrals from Medicare accounted for twenty-four referrals (38.7% of all referrals). This represents an increase of three referrals (14.3%) when compared to the previous year.

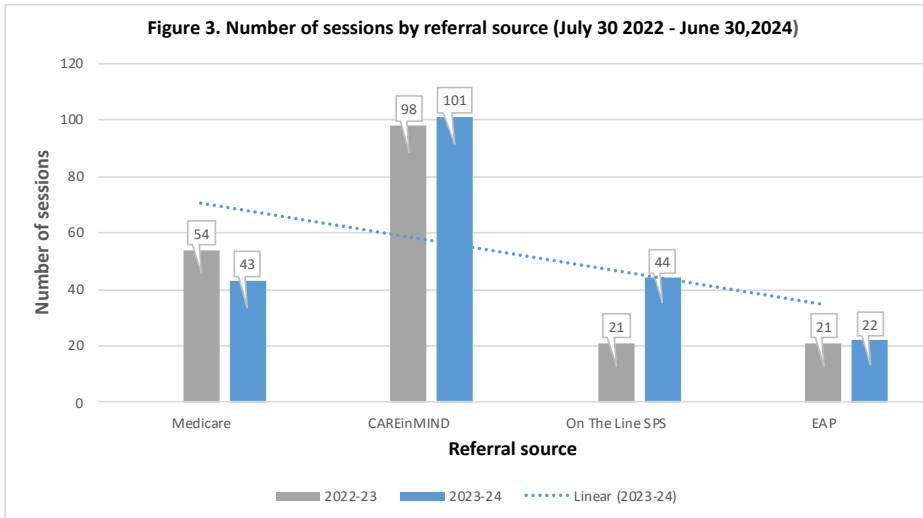
Twenty-eight referrals were received for service from the two NWMPHN programs. Of these, eleven were from the CAREinMIND program while seventeen were from the On the Line program. Compared to the previous reporting period, there was a decrease in the number of CAREinMIND referrals and an increase in On the Line referrals: CAREinMIND (eleven, 76%) and On the Line (seventeen, 6%).



Referrals accepted from Access EAP, a minor referral source, decreased from thirty-three referrals to ten (70%). In addition, referrals to attend two half-day on-site visits in Werribee and Geelong were also accepted.

Referral Sources and Psychotherapy Sessions

As shown in Figure 3, a total of two hundred and ten sessions of individual psychotherapy were delivered during the reporting period. Overall, this figure represented a slight increase of sixteen sessions (8%) when compared to the previous reporting period.



Discussion

During the July 2023 -June 2024 reporting period, a total of sixty-two referrals were accepted for service, which is a decrease of fifty-five referrals (47%) from the previous reporting period. Both the CAREinMIND (twenty-six referrals) and EAP

(twenty-seven referrals) programs saw a decline in referral numbers. Medicare and the One the Line programs received a similar number of referrals when compared to 2022-2023.

While referrals decreased, in the current reporting period, there was an increase in the number of sessions delivered (16, 8.25%) when compared to the previous reporting period. The likely reasons for this are: the retention of the On the Line clients (23, 33%), a population which can be difficult to engage,

and changes in the number of sessions available to CiM clients. It is now possible for CiM clients to access an additional six sessions of psychotherapy through the NWMPHN bringing the total number of possible sessions to 18. In addition, clients referred to Corazon, can also access an additional 10 bulk-billed sessions through Medicare bringing the number of possible sessions to 28. Since September 2017, one thousand and eight sessions have been provided to the PHN.

Ongoing Developments (Working on these now)

Relationship with Victoria University

Employment of psychologists has been difficult due to employment costs and the retention and reliability of clients. To address this difficulty, we approached Victoria University about the possibility of offering student work placements to those enrolled in the Master of Professional Psychology. Victoria University's response has been positive, so we hope to have this relationship in place during early 2025. In addition, they will be sub-contracted by the Primary Health Network to provide services to PHN clients who have been referred to Corazon.

Safeguarding Policy

The new suite of policies for Corazon, which includes the Corazon Safeguarding Policy, is all but finalised. Modelled on the Province Suite of Policies, they are designed with specific relevance to Corazon's work. The Members of the Committee of Management have begun to familiarize themselves with and to accept responsibility for the implementation of these policies.

Employment

For many years, we have attempted to implement different employment structures, such as full-time and part-time work models. The nature of our funding arrangements with our providers, make these models difficult to implement because of the nature of our clients who can either cancel at short-notice or be a "no show." Cancellations, of course, equate to a loss of income. To help us progress this issue, we worked with Catholic Employment Relations (CER) to develop a suitable framework to meet our employment needs. As a result of this work, we have moved to a contract employment model which is standard for psychologists.

Payroll tax

During the reporting period we applied for payroll tax exemption from the State Revenue Office of Victoria and were successful.

New Circle of Security Support Worker

Connie Juross

Connie specialises in social work and organizational consulting, with a career spanning over twenty-five years across public, private, not-for-profit Indigenous Organisation, health, and education sectors. Her extensive expertise lies in the employee assistance programs, occupational rehabilitation, and organizational consulting.



Her career began with the Department of Human Services, where she spent over six years in disability, social policy, and family services, to progress to her current private practice, as a counsellor, organisational consultant and coach.

In her consulting, counselling and coaching work, Connie brings a unique blend of insight and strategy. Her approach combines the latest in neuropsychology, conflict management, interpersonal dynamics, an understanding of core sensitivities and trauma-informed techniques, developing practical solutions for both individuals and teams.

With corporate specialties in management coaching, mediation, group facilitation, and workplace conflict resolution, Connie has built a reputation for changing people's perspectives on problems and complex situations into manageable solutions. She has also completed the Masterson 3-year course to expand her clinical therapeutic knowledge. This has influenced her skill set in the EAP and consulting space.

Connie holds the following memberships:

- Australian Association of Social Workers (AASW)
- Institute of Arbitrators and Mediators Australia (IAMA)
- Resolution Institute
- Institute of Company Directors.

New Committee of Management Member

Rose Cauchi

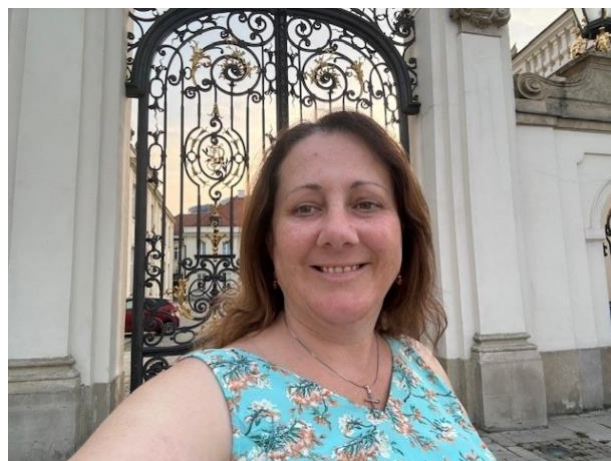
Welcome Rose

“My name is Rose Cauchi, I have always lived and worked in the western suburbs of Melbourne.

I studied Social Work many years ago and have worked in the health and disability sectors. I have also worked as a pastoral associate in Werribee for 10 years where I met many amazing people who have been wonderful to me.

I am most proud of our three daughters who are now all working and have partners of their own. My two eldest Caitlyn and Sarah are primary school teachers in the Catholic system and our youngest Rebecca works in an office. My husband, Jason, has his own business locally with trucks and maintenance.

I am looking forward to supporting the work of Corazon and to grow with it, to best support our community.”



Our Supporters

In October we welcomed the Wyndham Friendship Group to Corazon for morning tea. The group, which meets each month for lunch, raises money for various charities in our local area. We would like to thank the group for their ongoing support and interest in the work of Corazon over many years.



Jubilee Garden

On December 8, 2025, we will celebrate 25 years of service to the people of the City of Wyndham. In preparation for this anniversary, we have created a new garden. During the months ahead it will be a reminder of the growth that has taken place and continues to take place on this sacred land. The Committee of Management invite you to attend our anniversary celebrations during November 2025.



The frog bog



Professional Certification in Animal Assisted Play Therapy

Jenny, who for a long time, has held an interest in understanding the benefits of animals in the therapeutic process, is undertaking training in Animal Assisted Play Therapy (AAPT).

AAPT is a specific form of therapy co-created by Dr. Risë VanFleet (USA) and Tracie Faa-Thompson (UK). It integrates the fields of animal-assisted therapy and play therapy, incorporating significant aspects of animal behaviour, welfare, and ethics. It can be used with children, adults, families, individuals, and groups, as well as with many different species of animals. Animal-assisted play therapy is a psychotherapy treatment based on building a bond with an animal through interaction and play. The elements of mutually respectful and beneficial human-animal relationships and playfulness, lightness and humour are integrated in such a way as to create emotional safety and progress for clients and enjoyable, enriching experiences for the animals.

Jenny completed her Level 1 training this year which consisted of both course work and in-person skills-building course which was held at Catani (Vic). Attachment theory is at the heart AAPT making it a complementary partner to our Circle of Security program.

The course, when completed, is recognised by the International Institute for Animal Assisted Play Therapy (AAPT)

Our budding AAPT therapist

An important aspect of AAPT is having a well-trained dog. During play sessions the therapist is not only required to focus on the dynamic operating between the therapist and child, but also on how the child's behaviour may impact on the welfare of the dog. Our dogs, Finn and Fletcher, are trained during five minutes time periods, several times a day. In this picture Fiona is teaching our dogs to drop and wait until called to 'come'.

Picture of Fiona training Finn and Fletcher to hold a drop stay



Establishment of a Play Therapy Room

To facilitate the implementation of the AAPT program, we will need to create a play therapy space. When Corazon was established, this idea was held in mind, so we built this possibility of this into the design of the house. The room, which will become our play therapy room, has an external door, allowing easy access to the back yard. There is also a large, covered veranda which adjoins this room, enabling some activities to be held outside, offering protection from the weather. We also have many toys which were gifted to us in our early years, and which will now have a new purpose and be given a new lease on life. We thank Fiona McKee, Tess Mijares, Elaine Keogh, Brent McIlroy and Rose Cauchi (Project Lead) for their generous support and involvement in this wonderful project.



Picture of Jenny and Sugar

Educational Opportunities

In October, Jenny attended, via video link, the International Masterson Institute Conference which was held in Romania. It was titled, “Another Chance to be Real” and was held across three days. The work of Dr James Masterson, an American psychiatrist, contributed to the development of the Circle of Security Intervention. Jenny had previously undertaken postgraduate study through the International Masterson Institute Australia. Pauline Compton and Connie Juross also attended the conference.

Donation

We are grateful to the students from Emmanuel College for supporting the work of Corazon. The students raised \$2454.95 which will be used to purchase toys for our new play room .



LIFE TO THE FULL

**Emmanuel
College**

Committee of Management

Office Bearers

Chairperson:

Adele Hegedic

- Appointed Chairperson December 2019

Secretary:

Noelene Keogh

- Appointed Secretary March 2015
- Appointed Committee Member March 2015

Treasurer:

Mary-Anne Perry

- Appointed Treasurer December 2023
- Appointed Committee Member December 2018

Committee Members:

Pauline Compton

- Appointed Committee Member March 2014

Kate Lind

- Appointed Committee Member December 2023

Fiona Weedon

- Appointed Committee Member December 2023

Rose Cauchi

- Appointed Committee Member October 2024

We thank the Committee of Management for their time, dedication and support.

*Thank you for your attendance
at the AGM.
We are grateful for your support
and interest in the work of
Corazon.*

CORAZON CENTRE INC. FINANCIAL STATEMENT - for end of financial year to 30 June 2024.

Prepared by Frank J. Fichera (B Bus FCPA)

INCOME	AMOUNT
Court Documentation	\$136.36
Donations	\$800.00
Grants	\$5,000.00
Interest Income - CDF	\$69.40
Interest Income - ING NAB 2	\$495.61
Interest Income - ING Term Deposit	\$1,114.01
Massage	\$1,431.80
Psychology Access EAP	\$2,755.00
Psychology - PHN	\$23,529.54
Psychology - Medicare	\$6,475.50
Psychology - Consultation	\$497.28
Refund Solar Energy	\$529.07
TOTAL TRADING INCOME	\$42,833.57
EXPENDITURE	
Bank Fees and charges	\$209.80
Centre Expenses	\$1,840.72
Council Charges	\$551.28
Gift	\$485.35
Interest Expense	\$5.07
Light, Power & Heating	\$782.91
Massage Expenses	\$14.51
Medipass fees	\$82.63
Memberships & Subscriptions	\$2,294.20
Motor Vehicle Expenses	\$3,422.60
Office Expenses	\$247.07
Professional Development	\$3,899.03
Psychology Registration	\$396.36
Psychology Resources	\$1,157.72
Repairs & Maintenance	\$642.09
Telephone & Internet	\$6,892.95
Supervision	\$888.17
Travel Expenses	\$40.91
Water Rates	\$617.22
TOTAL EXPENDITURE	\$24,470.59

SURPLUS (Income - Expenditure)	\$18,362.98
ASSETS	
Current Assets	
CDF Acc 2	\$162,397.77
CDF Term Deposit	\$157,000.00
Total Current Assets	\$319,397.77
Fixed Assets	
Building Works	\$23,524.59
Furniture & Equipment	\$22,085.48
Motor Vehicle	51538.17
Property	\$29,978.16
Total Fixed Assets	\$127,126.40
Total Assets	\$446,524.17
Liabilities	
Current Liabilities	
Corazon Centre Inc Credit Card	\$1,166.84
Corazon Centre	\$3,815.71
TOTAL LIABILITIES	\$4,982.55
Net Assets	\$441,541.62
ASSOCIATION'S EQUITY	
Current Year Earnings	\$18,362.98
Retained Earnings	\$423,178.64
Total Equity	\$441,541.62