



Annual Report

2024 - 25

Employee
Assistance
Services
Australia

EASA Inc.

EASA

COUNSELLING • TRAINING
MEDIATION • CONSULTING

ABOUT THIS REPORT

This Annual Report covers the organisation's activities and performance for the financial year 2024-2025 and has been prepared in accordance with the provisions of the *Financial Management Act 2006*.

Written and prepared by EASA.
*Date of Publication, **25 November 2025.***



EASA recognises all Aboriginal and Torres Strait Islander Peoples as the first Australians and Traditional Custodians of this land. We acknowledge the Larrakia people of the Darwin region, the Arrernte people of the Alice Springs region, the Patta Warumungu people of the Tennant Creek Region, the Jawoyn, Dagoman and Wardaman people of the Katherine region and the Yolŋu people of Nhulunbuy who are the Traditional Owners of the lands on which EASA operates. We also acknowledge their connections to sea, community, and the land on which we live, learn and work.

We support the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander Communities. EASA pays our respect to their Elders past and present and acknowledge that the land we operate on was never seeded and sovereignty never reached. Always was, always will be, Aboriginal land.

Mission, Purpose & Vision

Employee Assistance Services Australia (EASA) founded in 1982, provides excellence in Counselling and Human Resource Consulting to improve productivity and wellbeing in Northern Territory organisations.

We exist to provide comprehensive and accessible psychological support and organisational capacity development services throughout the Northern Territory. Our mission is to be an organisation's first choice for all psychological and organisational capacity development needs in the Northern Territory.

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NATIONAL STATISTICS

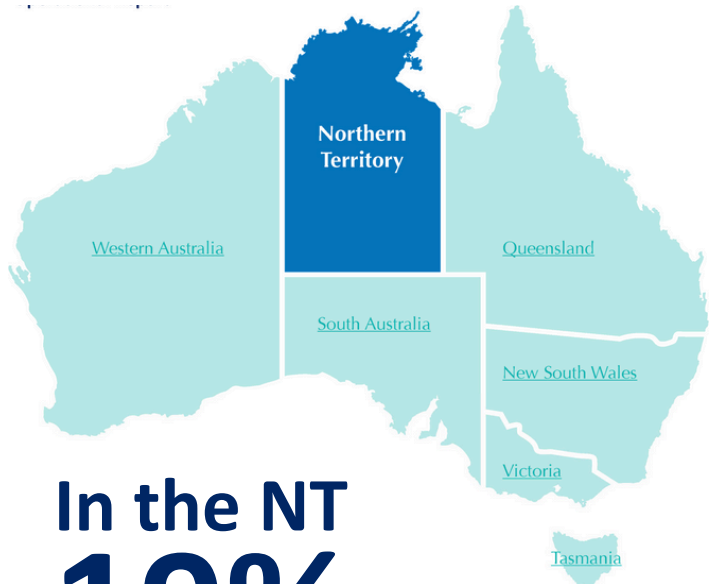
Australian Bureau of Statistics – National Study of Mental Health and Wellbeing: 2022-2023

According to the data released in 5/10/2023:

- 42.9% of people aged 16–85 years had experienced a mental disorder at some time in their life
- 21.5% of people had a 12-month mental disorder, with Anxiety being the most common group (17.2% of people aged 16–85 years)
- 38.8% of people aged 16–24 years had a 12-month mental disorder



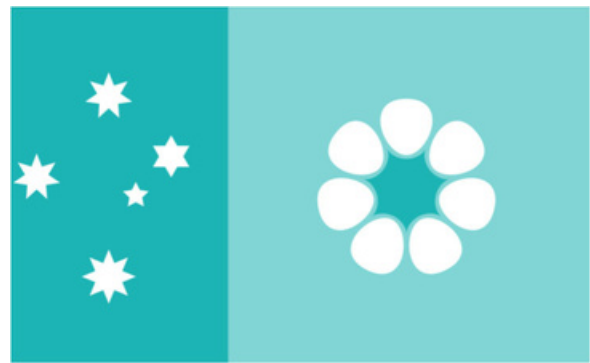
Nationally, this is the 7th largest employment group.



In the NT
19%

Of employees work in Public Administration/ Safety.

Regionally, it is the largest employment group.



Public administrators work to solve demanding problems, primarily serving through government agencies and non-profit organisations.

This group represents the majority of EASA’s clients.

EASA Overview 2024-2025

10,160.25
counselling hours by EASA

307.25
trauma response hours by EASA

295.25
conflict management hours by CORP-EASA

62%
of counselling clients are NTG employees

314+
NT Organisations with EAP contracts (EASA)

62.08%
of CORP conflict resolution services occur in Darwin Region

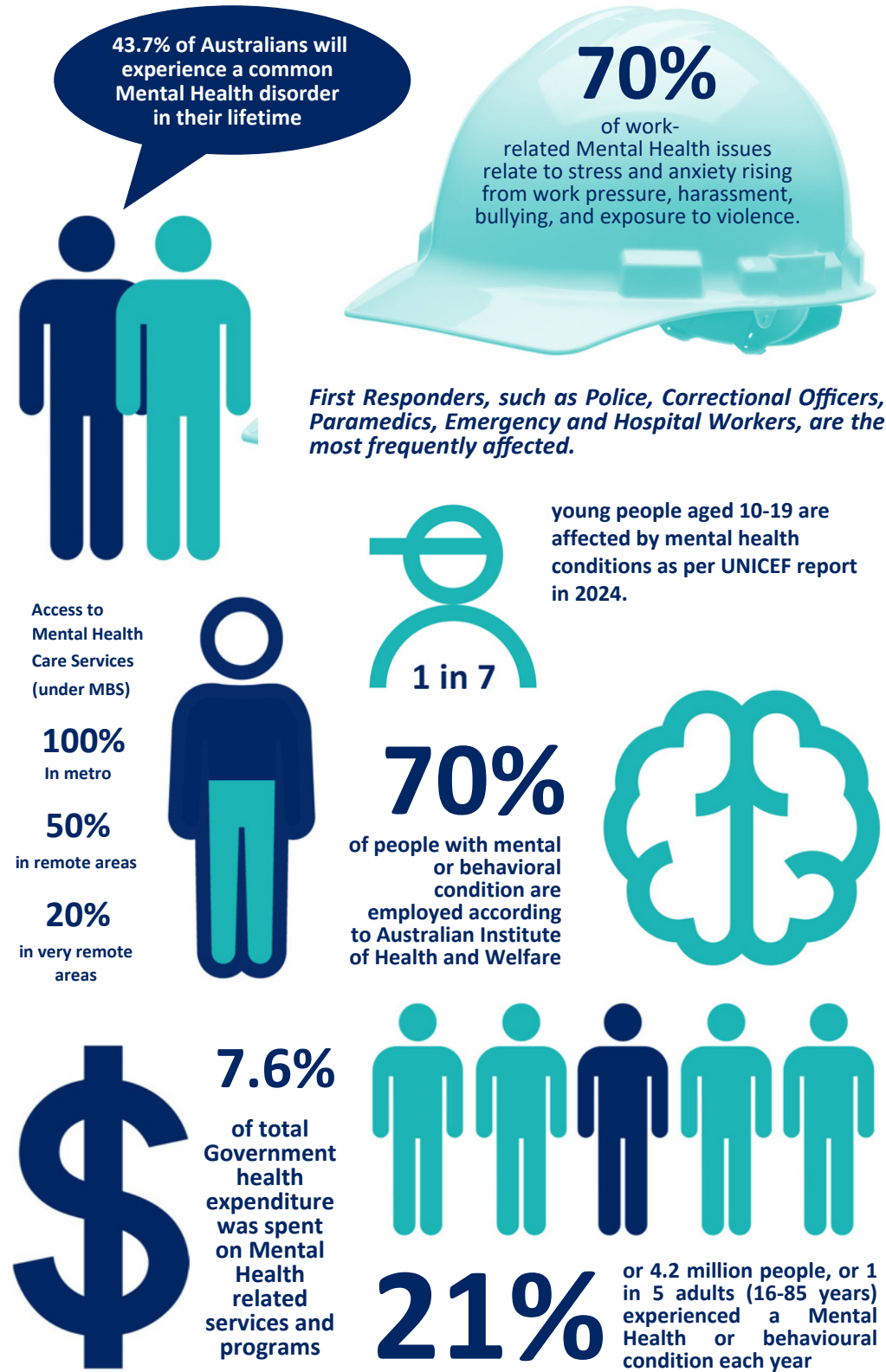
34
Average number of clients seen at EASA each day of operation

42
Total number of EASA staff

4
EASA Office Locations

NATIONAL STATISTICS

Australian Bureau of Statistics – National Study of Mental Health and Wellbeing: 2022-2023



NT Overview

NT land area:
1,347,791 square kilometers
(17.5% of Australia)

263,417
NT Population (<1% of Australia)
Male: 51.7% / Female: 48.3%
Median Age: 34 (Australia: 38)

21.6%
NT Children under 14 years

26.3%
NT Indigenous population
(6.2% Aboriginal and Torres Strait Islander people whole Australia)

42% - 18% - 40%
Married - De Facto - Not married

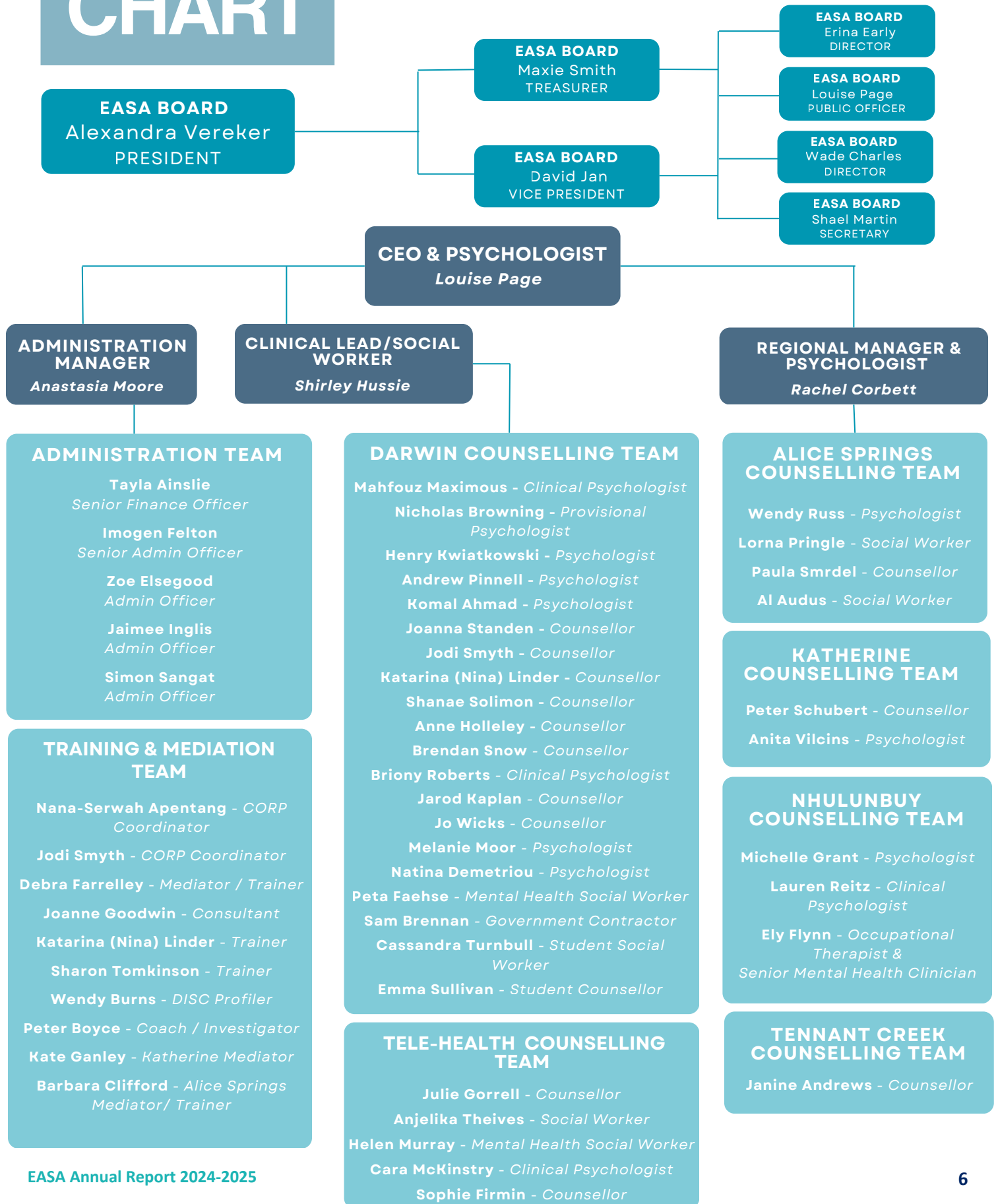
45%
of Australians will experience a mental issue at some point in their life

24.6%
of Females, 18.3 % Males, reported Mental Health condition such as depression, anxiety and stress

\$12.6 billion
Spent nationally on mental health related services, 2022-23
Representing an increase of 27.27% from the \$9.9 billion spent in 2017

References:
1. AIHW Mental Health Services in Australia
2. Australian National Census, 2021
3. National Health Survey: 2020-2021

EASA ORGANISATIONAL CHART



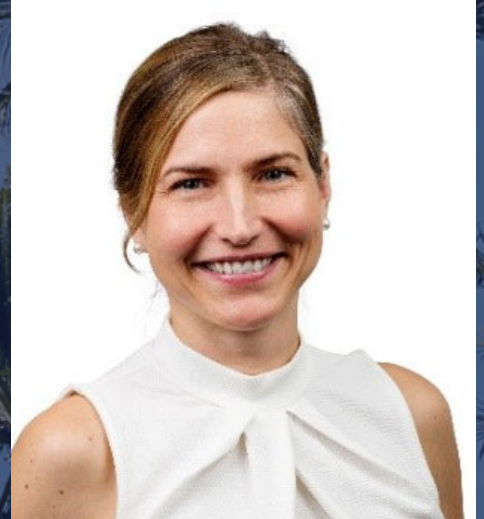
HIGHLIGHTS AND ACHIEVEMENTS

- **10,160.25** hours in counselling delivered by EASA Psychological Services
- **307.25** hours in trauma response delivered by EASA
- **295.25** hours in Conflict Management Services delivered by CORP Organisational Services
- **241.25** hours of Coaching Services/Supervision Services delivered by CORP Organisational Services
- Supported **4** Students on student placement
- Achieved a Net Promotor Score of **+70** = a very positive customer experience
- Celebrated **11** years of CORP Workplace Solutions
- Completed EASA's Reconciliation Action Plan
- Darwin AOD program extended for an additional **5** years
- Nominated for Excellence in Business Award—Not for Profit—Chamber of Commerce

2024-2025 THE YEAR IN REVIEW

MESSAGE FROM THE CHAIR

Alexandra Vereker
*EASA Board
President*



As President of the EASA Board, I am honoured to present this year's reflections on behalf of the Board. This role has afforded me the privilege of overseeing the governance and strategic direction of an organisation that continues to demonstrate resilience, innovation, and unwavering commitment to mental health and organisational wellbeing across the Northern Territory.

The 2025–2026 financial year has been marked by strong performance and thoughtful stewardship. EASA delivered over 10,000 hours of counselling, expanded its reach to more than 300 organisations through Employee Assistance Program (EAP) contracts, and maintained a solid financial position with a net profit of \$274,000 and cash reserves of \$1.85 million. These figures reflect not only operational excellence but also the trust placed in EASA by our clients and communities.

From a governance perspective, the Board has continued to prioritise transparency, risk management, and strategic foresight. We have reviewed our investment portfolio, adjusted authorising signatories to reflect current leadership, and supported the development of a refreshed strategic plan to guide EASA's next decade. These actions ensure that EASA remains agile and accountable in a rapidly changing service landscape.

As a HR professional, I am particularly proud of EASA's commitment to workforce development and wellbeing. The organisation's support for student placements, its responsiveness to trauma and conflict management needs, and its dedication to culturally safe practices are all testaments to the values we uphold. The Board during the reporting period has also endorsed initiatives that strengthen staff engagement and retention, including performance-based bonuses when indicated and professional development opportunities.

I extend my deepest gratitude to our CEO Louise Page, the executive team, and all EASA staff and sessional practitioners. Your work continues to make a profound difference in the lives of individuals and the health of organisations across the Territory.

ABOUT ALEXANDRA

Alexandra grew up in Berlin, Germany where she completed her post graduate studies (Master of Business Administration) at the Free University of Berlin and worked as a research assistant.

She commenced her HR career with IKEA Germany before migrating to Australia in 2009. She has held several senior operational and leadership positions in the private and public sectors including agriculture, food processing and electricity within the Northern Territory and Local Government.

*Positions held more recently include:
Executive Manager People & Culture
(Jacana Energy)*

Executive Manager HR & Safety (City of Darwin)

MEMBERSHIPS

*Australian Human Resources Institute
(AHRI)*



MESSAGE FROM THE CHAIR

Thank you also to our EASA member organisations for their continued support: Chamber of Commerce NT; Office of the Commissioner for Public Employment; Unions NT; Local Government Associations of the NT; Working Women’s Centre and Ironbark Aboriginal Corporation.

On behalf of the Board, I reaffirm our commitment to strong governance, strategic leadership, and the continued growth of EASA as a trusted provider of psychological and organisational services.

Alexandra Vereker
President, EASA Board

MEMBERS OF THE EASA BOARD

Alexandra Vereker
President

David Jan
Vice President

Maxie Smith
Treasurer

Shael Martin
Secretary

Erina Early
Director

Wade Charles
Director

Louise Page
Public Officer



MESSAGE FROM THE CEO

Louise Page
EASA Darwin - Head Office
CEO



As we close the 2024–2025 financial year, I am proud to reflect on a year of strategic growth, community impact, and organisational resilience at EASA. Our work continues to be guided by our values—Integrity, Growth & Challenge, Compassion, and Acceptance—and our commitment to developing organisations by developing people.

EASA maintained its positive financial position. The team are to be commended for delivery of over 10,000 hours of counselling and support, reaching clients across Darwin, Alice Springs, Katherine, Tennant Creek, Nhulunbuy, and remote communities. Our team of over 40 staff—including psychologists, social workers, counsellors, trainers, mediators, investigators and finance and administrative professionals—responded to critical incidents, facilitated wellbeing checks, and supported organisations through growth, change, trauma, and recovery.

Strategic Planning and Vision

This year marked the launch of our Strategic Plan 2024–2029, developed through extensive consultation with staff, board members, and external facilitators.

The plan sets a bold direction for EASA, focusing on:

- Expanding digital infrastructure and CORP automation
- Enhancing psychosocial safety in workplaces
- Deepening our cultural safety and reconciliation commitments
- Strengthening partnerships and service innovation

Strategic planning sessions held in December 2024 and September 2024 engaged staff in values alignment, service review, and future-focused workshops.

These sessions were complemented by internal surveys and SWOT analyses that informed our operational priorities.

ABOUT LOUISE

Psychologist
BA Psych (Hons)
MAPS

SPECIALIST AREAS

Trauma recovery

Conflict management

Professional Supervision

Management Coaching

Workplace Assessments

Targeted Training



MESSAGE FROM THE CEO

EASA was proud to be:

- Nominated for the 2024 Business Excellence Awards for the second consecutive year
- Sponsor and presenter at the NT Allied Health Awards, celebrating the Territory's talented health workforce
- Launch EASA's inaugural Psychosocial Safety Award, which received over 50 nominations and recognised efforts to create mentally safe workplaces

These accolades and activities reflect our commitment to excellence and innovation in mental health and organisational wellbeing.

Reconciliation and Cultural Safety

We launched our inaugural Reflect Reconciliation Action Plan (RAP), developed in collaboration with Aboriginal artist Rochelle Minberrignully Fejo-Tasker. Photos from our planning days, community outreach, and award ceremonies showcase the vibrancy of EASA's work. From art competitions and staff wellbeing activities to public workshops and strategic planning sessions, these images reflect our values in action.

Looking ahead as we enter the new financial year, EASA remains focused on:

- Delivering high-quality, accessible services
- Strengthening our workforce and partnerships
- Advocating for mental health and workplace wellbeing
- Embedding our strategic plan across all levels of the organisation

I extend my heartfelt thanks to our Board, staff, sessional practitioners, and partner organisations. Your dedication and collaboration continue to make EASA a trusted and impactful presence across the Northern Territory.

Louise Page
CEO

MESSAGE FROM THE CLINICAL LEAD

Shirley Hussie

***EASA Darwin - Head Office
Clinical Lead***



After commencing with EASA as a sessional clinician in November 2024, I was honoured to be appointed to the role of Clinical Lead based in Darwin in early March 2025. Over the months from March through to the end of June, I had the privilege of working alongside a dedicated and passionate team committed to delivering high-quality mental health services across the Northern Territory. From all accounts, the 2024–25 period was marked by collaboration and a renewed focus on regional engagement and clinical excellence.

Top End

The Darwin team continues to provide exceptional support to individuals, couples and families both locally and across the Northern Territory through a combination of face-to-face and telehealth appointments. The flexibility of telehealth has enabled clients, particularly those in remote areas, to maintain consistent and timely access to care. This approach ensures that Territorians are supported by clinicians who understand the unique challenges and strengths of living in the NT.

Nhulunbuy

Throughout 2024/25, both Michelle Grant and Tamika Galea continue to provide services to our clients in Nhulunbuy.

Katherine

Peter continues to deliver high-quality care to residents across the Big Rivers Region. In his role, Peter provides face-to-face counselling, telehealth services, and onsite support. He also facilitates Crisis Intervention and Stress Management Services (CISMS) as required, demonstrating a consistent commitment to the wellbeing of the community.

Staffing Updates

We were pleased to welcome back Nic Browning, who has transitioned into part-time clinical work following a period of recovery from post-COVID health challenges.

ABOUT SHIRLEY

Social Worker

*BA Social Work
Adv. Diploma of Holistic
Counselling
Grad. Cert Artistic Therapies
AASW Member*

SPECIALIST AREAS

Couples counselling

Navigating separation

Family therapy

Childhood trauma

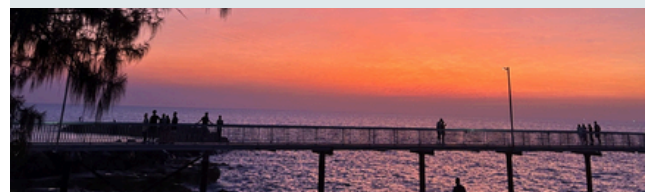
Anxiety & Depression

Conflict resolution

Stress management

Addiction

Transition Coaching (women 50+)



MESSAGE FROM THE CLINICAL LEAD

Additionally, Anjelika has returned to remote telehealth work following maternity leave. Their return has been warmly received and adds valuable experience to our team. Julie Gorrell, after a tour of the UK has returned as sessional clinician working remotely offering telehealth services primarily to clients from Central Australia. We also welcomed Joanna Standen and Brooke McLellend as part time sessional clinicians offering face-to-face and telehealth sessions in Darwin.

We farewelled a number of clinicians including Al Audus, Anita Vilcins, Anne Holleley, Brendan Snow, Briony Roberts, Janine Andrews, Jarod Kaplan, Jo Wicks (mat leave), Melanie Moore, Natina Demetriou, Paula Smrdel, Peta Faehse and Sam Brennan (Gove contractor). We are grateful to them all for their contributions and wish them all the best in their future endeavours.

Regional Engagement

As part of my commitment to regional engagement, I had the opportunity to travel to Katherine and Alice Springs, where I met with local teams, stakeholders, and community organisations. These visits were instrumental in strengthening relationships, gaining insight into local service delivery needs, and ensuring our clinicians feel supported and connected to the broader EASA network. The feedback and learnings from these trips have helped shape our clinical priorities and reaffirmed the importance of culturally responsive care.

Professional Milestones

This year has seen some significant professional achievements within the team. We celebrated Komal Ahmad's transition from Provisional Psychologist to Clinical Psychology Registrar, and Mahfouz Maximous successfully completed his Doctorate of Psychology, becoming a registered Clinical Psychologist. These milestones reflect the dedication and expertise within our team and highlight the importance of ongoing professional development.

Student Placements

Supporting the next generation of mental health professionals remains a key focus at EASA. This year, we hosted five student placements across social work, counselling, and psychology disciplines including Cassandra Turnbull (paid Student Placement - Social Worker (*Indigenous Student Placement*)) and Emma Sullivan (Student Counsellor) who also had their own case load whilst completing their placement. All of the students in some way made meaningful contributions to our service, including updates to the Alcohol and Other Drugs (AOD) referral forms, enhancements to resource folders, input into the Reconciliation Action Plan, and the development of a psychosocial safety award. Their involvement has enriched our service and supported our continued growth as an organisation.

Other duties

Beyond my core managerial and clinical responsibilities, I have actively contributed to a range of supportive and developmental services within the organisation and externally. These include:

Critical Incident Stress Management (CISM): Providing immediate psychological support and debriefing following workplace incidents, helping individuals and teams process trauma and restore functioning.

MESSAGE FROM THE CLINICAL LEAD

Onsite Psychoeducation Sessions: Facilitating tailored sessions on mental health topics such as stress management, resilience, and emotional wellbeing, aimed at enhancing psychological literacy and coping strategies among staff.

Clinical Supervision: Supporting the professional development of both internal clinicians and external mental health professionals through structured supervision, reflective practice, and competency-based

In summary

Overall, it was a busy and rewarding year. The Darwin team continues to evolve, delivering evidence-based care to clients across the Territory. With clinicians from diverse backgrounds and expertise in a wide range of therapeutic approaches, we are well-positioned to meet the varied needs of our communities. I am proud to lead and be part of the clinical team at EASA and excited about the opportunities ahead to further strengthen our clinical practice and regional engagement and further solidify our reputation as the leading EAP provider in the Northern Territory.

Shirley Hussie
Clinical Lead
EASA

CLIENT FEEDBACK

The EASA confidential feedback form is sent out to our customers on a monthly basis for the purpose of:

- Obtaining feedback on the quality of service they are receiving
- Using this information to review any changes needed to be made and/or continue processes that are keeping clients satisfied with what support is being offered
- Gaining an insight into customer needs and the reasons why they would or would not recommend EASA to their friend or colleague and making changes based around this.

The below question is posed to the customer -

How likely is it that you would recommend EASA to a friend or colleague using a score out of 10? *

- ☐ 10 Extremely Likely to recommend
 - ☐ 9
 - ☐ 8
 - ☐ 7
 - ☐ 6
 - ☐ 5 Neutral
 - ☐ 4
 - ☐ 3
 - ☐ 2
 - ☐ 1
 - ☐ 0 Not at all
-

The feedback from our clients on how likely they are to recommend EASA to a friend or colleague is collated and a Net Promotor Score (NPS) is generated. The NPS is a score used to evaluate customer loyalty and satisfaction.

A score between -100 and +100 is composed from the results. A guide to interpreting the NPS can be found below:

- A score below 0 is an indication of unhappy customers/clients, with business issues to be addressed.
- A score between 0 and 30 is a good range to be in, suggesting that clients are happy, however, there is still room for progress.
- A score between 30 and 60 indicates that customers/clients are extremely satisfied with the service provided.

With the collation of all results this past financial year, EASA has had a NPS scoring of +70.

EASA STAFF TESTIMONIALS

"My teenage and young adult years were thwarted by a disruptive health condition. When I sought help, I found very little available, so I started my own support group for others with the same health condition. That's where my passion for group work and counselling began. Helping people in this way continues to be incredibly rewarding."

EASA Counsellor

"I initially became a counsellor because I saw growing up how disrespectful and unaware of class and poverty many counsellors were in the late 50's. I saw how they interacted with my family in a judgmental way. I figured I could do better and be more respectful. I then became a Narrative Family Therapist because I saw the respectful way you could engage with people. The practice fits with my values of social justice, gender, class and cultural awareness. I believe my role is to walk alongside my client on the journey towards a better life for them. I have worked this way for nearly 33 years now and still feel passionate about the work."

EASA Counsellor

"I became a counsellor because I wanted to support people to learn that life can affect us all in unique ways, to provide a space where people can find and choose the best way for change that works for them."

EASA Counsellor

"I became a Psychologist because I wanted to help children create a solid foundation for their lives by increasing their understanding of the world and improving their self-esteem, and assist adults through life's hardships by offering emotional safety and guidance, and increase (self-)awareness and resilience"

EASA Psychologist

"While teaching in Gapuwiyak, Arnhemland, I made the decision to find a career that enabled me to help families in the NT. I started an online course to become a counsellor and I returned to my teaching job in Sydney for two years while I completed my studies. I returned to Katherine as a counsellor in 2007. This was extremely challenging as I worked closely with families struggling with addiction and mental health issues. This led to another nine years of study to become a psychologist and finally complete an internship at EASA in Katherine, mostly working on Saturday mornings.

I had no idea that these few hours of part-time work would eventually lead to working in Darwin as a psychologist and enjoying everything that Darwin has to offer.

I can hardly believe that stopping for a moment to stare out of the window of a classroom in Gapuwiyak, watching children and their families relaxing by a creek, led to 11 years of study and an amazing life in the Northern Territory.

I feel very fortunate to have found such a rewarding career and to be part of the EASA family."

EASA Psychologist

"I was drawn into becoming a Psychologist later in life due to my fascination with how the brain works and how the mind influences us to ensure quality of life. Our life is determined by the quality of our thoughts, actions and emotions.

I wanted to help people lead better lives including myself and psychology being a relatively new science provides so many opportunities to learn about ourselves and how to be better human beings. I am challenged every day and learn so much from my clients."

EASA Psychologist

"I became a Psychologist because I was curious about what drove human behaviour; I liked a learning challenge; and I wanted to study an area that complemented my extensive work in education."

EASA Psychologist

SUMMARIES BY REGION



DARWIN REGIONAL SUMMARY

Leela Chungue

***EASA Darwin - Head Office
Practice Manager***



In the 2023/2024 annual report, I reflected on a period of growth, innovation, and community engagement at EASA highlighting several key developments that I had the honour of supporting.

This 2024/2025 annual report, I can confirm that the organisation saw all the positive contributions and decided to make this a maintenance year to continue with all the good work that has been done.

Several things to highlight are the following:

- **Operational Expansion:** EASA saw a notable increase in counselling sessions across all offices, indicating stronger partnerships with client organisations and a growing prioritisation of mental health support which I tried to drive with a high number of EAP briefings and Contract Management Meetings that I attended with the CEO. We had a successful recruitment drive which saw additional clinicians join the EASA family both in Darwin and Alice Springs, along with CORP Consultants in the form of trainers.
- **Student Placements:** Hosting several student placements saw a diverse range of people from all walks of life come into our office and play a big part in developing our knowledge around growing and developing those who were studying mental health. I enjoyed organising this side of our organisation and feeling proud that EASA can demonstrate its commitment to addressing the national shortage of mental health professionals and fostering future talent.
- **Contract Renewals & New Partnerships:** The renewal of contracts and being successful with tenders expanded EASA's reach and impact. We continue to be the largest counselling organisation. EASA provides NTG and other organisations a broad range of counselling options enhanced further by service from the workplace solutions division. This is important to note as organisational challenges continue to increase within many of our EAP organisations and this dual support with counselling gives EASA our competitive edge.

ABOUT LEELA

Practice Manager

Located at our Darwin branch, Leela is passionate about helping others, volunteering, dancing, studying and travelling.

Having accrued an extensive HR and leadership background, Leela is an invaluable member of the Administrative team at EASA, ensuring that they are supported and thriving.

SPECIALIST AREAS

Business Development

CORP



DARWIN REGIONAL SUMMARY

- **Community Engagement:** As my strength was relationship strengthening with our EAP contract holders, community engagement to ensure our presence in the community was a key part of my work and it was wonderful to meet and collaborate with several organisations to improve the support networks for mental health within the community. EASA will always want to play a part in increasing opportunities for everyone to obtain the mental health care that they should easily receive.
- **Reconciliation Action Plan:** A major milestone and my professional and personal goal was the submission and endorsement of EASA's RAP, developed collaboratively with staff to promote inclusivity and strengthen relationships with Indigenous communities. This was a group effort and under the guidance of Dr Richard Fejo and with the RAP being a REFLECT plan, it was a huge opportunity to reflect on how much EASA still has to learn but is very open and committed to being on this journey.
- **Team Development:** The organisation welcomed new clinicians and administration staff members (including CORP) celebrating diversity and offering different kinds of work contracts, showcasing EASA's flexible and supportive work culture. With maintenance being the key theme for this last financial year for the organisation, it gave lots of room to focus on professional development options such as supervision accreditation, EMDR training, and cultural awareness training to name only a few.
- **Regional Connection:** My visits to Alice Springs and Katherine strengthened ties with remote teams and customers, reinforcing EASA's commitment to being "local for locals". Doing my best to connecting all offices on a regular basis has its challenges however, being able to involve myself in working with every single staff member, sessional and consultant (due to taking on the CORP Coordinator role at times) resulted in utilising individual and group strengths and increasing collaboration.

As I reflect on the past financial year, EASA continues to evolve as a beacon of mental health support and organisational wellbeing across the Northern Territory. Our commitment to innovation, inclusivity, and community connection has guided every initiative and partnership especially through deepening our engagement with client organisations through tailored service reviews and proactive outreach.

Our counselling services expanded further, supported by new team members and enhanced telehealth/online capabilities. We proudly hosted multiple student placements, continuing our mission to nurture the next generation of mental health professionals. Our Reconciliation Action Plan progressed meaningfully, with staff-led meetings and community consultations shaping our path forward. The mural at our Darwin office remains a powerful symbol of cultural respect and connection.

EASA launched a new initiative that celebrates mentally healthy workplaces through receiving nominations for those in organisations that led the way to increasing Psychosocial support within the workplace. We deepened our relationships with customer organisations through regular feedback and had this as one of our key performance indicators which, through leadership engaging in collaborative planning with the Board members, allowed us to finalise our strategic plan for the next five years.

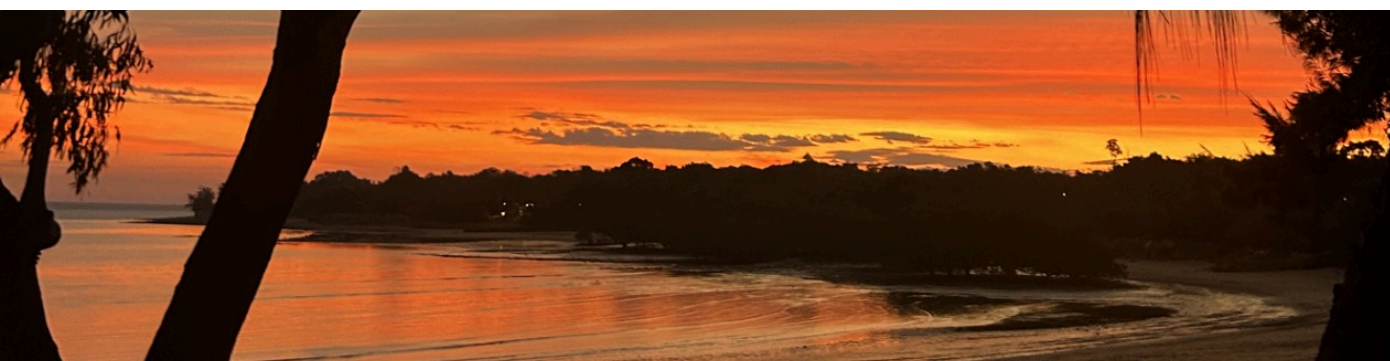
DARWIN REGIONAL SUMMARY

We also strengthened our regional presence, with increased visits to Alice Springs and Katherine, ensuring our teams feel supported and our services remain responsive to local needs.

I am proud to be part of a team that embodies compassion, professionalism, and resilience. Together, we continue to make a meaningful difference in the lives of individuals and communities across the Territory.

Sadly, my time here at EASA as the Practice Manager is coming to an end. As I relocate back to Queensland, I bring with me memories and a deep sense of appreciation for every single opportunity afforded to me to improving EASA and myself as a professional. My key goal was to create a safe, nurturing, and positive culture within EASA and to make everyone feel heard, supported, valued! I hope that legacy continues to thrive and I thank everybody for connecting with me and making me feel heard, supported, and valued!

Leela Chungue
Practice Manager



ALICE SPRINGS REGIONAL SUMMARY

Rachel Corbett
*EASA Alice Springs
Regional Manager*



It has been an absolute pleasure to be a part of the EASA team for another financial year. The environment and individuals within it make coming to work each day a positive experience. Throughout the 2024-2025 financial period, the Alice Springs regional office team has provided a premium service to clients across the Central Region via face-to-face, telephone and Zoom appointments. Telehealth consultations have continued to be imperative for ensuring that clients can access consistent support. Clients who attend face-to-face appointments are provided with a calm environment and welcomed by our Administration Officer, Jaimee Inglis, who continues to be an invaluable part of the EASA team.

Throughout the year, over 1,600 hours of counselling and off-site trauma support were provided to Centralian residents and organisations. This is indicative of the dedication that the regional team has for community engagement and the provision of psychological services.

During the 2024-2025 financial period, the EASA team consisted of myself, our Administration Officer Jaimee Inglis, Wendy Russ (Psychologist), Al Audus (Social Worker), Paula Smrdel (Counsellor), Lorna Pringle (Social Worker), Nicholas Howarth (Counsellor), and Barbara Clifford (Mediator and Trainer). We said goodbye to Al Audus and Paula Smrdel in September and February, respectively. They relocated interstate and the regional team wishes them all the best. Our new clinicians, Lorna Pringle and Nicholas Howarth, have become esteemed members of the team and offer our clients innovative perspectives.

Throughout the year, Barbara Clifford, our local Mediator and Trainer, has continued to provide mediation, training, and coaching services. Compared to 2023-24 statistics, the provision of conflict management services increased by 80%. Engagement in trainings such as Time Management, Emotional Intelligence, Appropriate Workplace Behaviour, Mindfulness, and Managing Stress remained the same (i.e., 54 hours).

ABOUT RACHEL

Psychologist
*Bcs(Psych)
Grad Dip Psych (Adv.)
Assoc MAPS*

SPECIALIST AREAS

Anxiety

Depression

Workplace conflict

Eating disorders

Grief & Loss

Mindfulness

Trauma

Self-Harm

Burnout

PTSD

ALICE SPRINGS REGIONAL SUMMARY

Barbara remains an asset to the Alice Springs EASA team and has delivered numerous public workshops and off-the-shelf packages to the region.

In regard to Trauma Response, another CORP service, our hours increased from 18 in 2023-2024 to 57 in 2024-2025. Moreover, the Alice Springs team has continued to offer coaching. Our Psychologist Wendy Russ has been facilitating these sessions, and we are exceedingly grateful for her contribution. The delivery of CORP services in the Central Region would not be possible without our Practice Manager Leela and CEO Louise Page. Leela visited our office in March to provide support to the team and liaise with local organisations. This was greatly appreciated and allowed information regarding our services to be circulated.

In addition to psychological services and organisational development, the Alice Springs team regularly engages in community events. This is imperative to connect with Centralian residents and organisations. It also allows the regional team to implement marketing strategies and demonstrate support for causes that relate to our work.

In June, EASA sponsored and attended the Alice Springs Beanie Festival, which is now in its 29th year. This year's theme was 'Sporting Headgear', and the winner of the Heart Felt Prize (EASA's sponsored award) was Nita Ferguson. Her piece, Fishing for Barramundi featured two felt people in a boat fishing for barramundi. This intricate creation was made entirely of felt. In second place was Fracksauser who created Shameless Slacker. This beanie depicted a cat with the words "Monday Hater". The Alice Springs team is always delighted to be involved with this renowned event, and our sponsorship continues to be greatly received by the organisers.

During Mental Health Week in October, EASA attended Stress Less in the Park. This is a local event whereby mental health organisations come together so to showcase their services and encourage community members to look after themselves. It was wonderful to see many familiar people and service providers. There were many different stalls about mental health support for the Central Australian region, as well as music and a smoking ceremony.

Overall, the EASA Alice Springs team has had a busy and exciting year. We have welcomed two new staff members and participated in numerous community events. We're all looking forward to the year ahead!

Rachel Corbett
Regional Manager
Alice Springs

ALICE SPRINGS SNAPSHOT

1,631.5+ hours

of Counselling delivered by the
Alice Springs clinical team,
representing **16.05%** of EASA's
total counselling hours

50+ hours

of Training was delivered by the
Alice Springs clinical team,
representing **23.87%** of EASA's
total Training hours

75.5 hours

of Conflict Resolution delivered
by the Alice Springs CORP
consultants, representing **25.56%**
of CORP's total Conflict
Resolution hours

KATHERINE REGIONAL SUMMARY

Peter Schubert
*EASA Katherine
Counsellor*



Throughout 2024/25, the Employee Assistance Program (EAP) in the Katherine region has delivered comprehensive counselling support to individuals working in various organisations and government agencies. Staff provided a total of 268 hours of face-to-face and telehealth counselling, including support for several Critical Incident Stress Management (CISM) events and outreach to remote communities. Additionally, 15.5 hours of on-site support were offered, with significant contributions to the Katherine and District Hospital.

Our team has prioritised professional development, completing training in Eye Movement Desensitization and Reprocessing (EMDR), trauma-informed therapeutic approaches, and earning certificates in addiction and alcohol or other drug (AOD) abuse/misuse management. To further assist clients, we developed new resources such as information brochures and meditation packs, designed to address workplace challenges, regulate emotions, and build resilience.

EASA staff actively engaged with the community by promoting our services to member organisations, participating in local emergency and safety committee activities, attending public events hosted by the chamber of commerce, and presenting at public workshops. These efforts have strengthened EASA's reputation in the Katherine region.

The EASA office in the Katherine Training Precinct received a mild facelift and deep cleaning, creating a more comfortable and calming environment for clients attending in-person sessions. These improvements also enhance the effectiveness of telehealth services, ensuring accessible support for remote and interstate clients.

ABOUT PETER

Counsellor
*Dip Counselling
Dip Public Safety*

SPECIALIST AREAS

Trauma
Grief & Loss
Anxiety
Depression
Interpersonal conflict
Managing change



KATHERINE REGIONAL SUMMARY

Operational efficiency has improved through upgrades to EASA Katherine's computer systems, enabling smoother service delivery and a better client experience. The Katherine office continues to benefit from the expertise and support of the Darwin-based administrative team, whose contributions ensure seamless operations. Senior EASA staff have also visited the Katherine office, fostering collaboration with regional organizations.

In summary, the EASA Katherine team has had a productive and rewarding year, focusing on effective counselling for workplace, lifestyle, and relationship issues, and building a stronger support network within the Katherine region.

Peter Schubert
Counsellor
Katherine

KATHERINE SNAPSHOT

268+ hours

of Counselling delivered by the
Katherine clinical team,
representing **2.64%** of EASA's
total counselling hours

29.75+ hours

of Training was delivered by the
Katherine clinical team,
representing **14.2%** of EASA's
total Training hours

36.5 hours

of Conflict Resolution delivered
by the Katherine CORP
consultants, representing **12.36%**
of CORP's total Conflict
Resolution hours

CORP WORKPLACE SOLUTIONS SUMMARY 2024-2025



CORP ORGANISATIONAL SERVICES

Advice and Support

We are a “one-stop-shop” for human resources advice, offering support and referral to organisations relating to their organisational needs or challenges.

CORP Workplace Solutions continues to provide high-quality, responsive services to Territory workplaces, supporting staff and leadership teams through periods of change, challenge, and growth. This year, CORP delivered a diverse suite of services including:

- Training and Development
- Mediation and Conflict Assessments
- Investigations and Charters of Agreed Behaviour
- Coaching (Structured, Executive, Participant-led)
- Critical Incident Support

These services were delivered across the Northern Territory by a team of adaptable and committed CORP consultants operating from EASA offices in Darwin, Katherine, Alice Springs, and beyond. Their flexibility flying in, dialing in, or attending workplaces in person ensured consistent delivery to a high standard.

Leadership Through Change

This year saw significant change in the CORP Coordinator role, with multiple transitions. Our Practice Manager Leela Galvez provided exceptional leadership throughout this period, ensuring continuity of service and team cohesion. Leela's steady hand and strategic oversight were instrumental in maintaining operational momentum and morale.

CORP Software Project

The CORP CRM development project entered its final year, with expected completion by the end of 2025. This custom-built system will streamline service requests, trainer bookings, reporting, and resource management—transforming CORP's operational efficiency and client experience.

Training Impact and Feedback

CORP delivered over 260 hours of structured training across the Northern Territory, with increasing demand for remote delivery formats such as Zoom and Teams.

CORP SERVICES

Psychological Support Services

Training

Coaching

HR Referrals

Mediation

Supervision

Onsite Counselling

Conflict Management

Facilitated Discussion

Workplace Assessment

Structured Coaching

Conflict Coaching

Executive Coaching

Management Coaching

Group Training

1:1 Training

Charter of Agreed Behaviour

Performance Management

Public Workshops

In-house Training

Off-the-shelf Packages

Customised Training

CORP ORGANISATIONAL SERVICES

Topics included:

- Psychological Safety
- Trauma-Informed Practice
- Leadership and Communication
- Resilience and Stress Management

Feedback from training participants was overwhelmingly positive. Based on attendance sheet evaluations and feedback forms, CORP achieved a Net Promoter Score (NPS) of 92.75%, with 87% of participants rating their experience as “Very Satisfied” and 86.96% indicating they were “Very Likely” to use CORP services again.

Louise Page
CEO



CORP FEEDBACK

"The communication is excellent when I've needed to organize training for our staff. Customer service is always top quality."

CORP Survey Respondent

"Very engaging and knowledgeable."

CORP Training Attendee
De-escalation Skills for Frontline Workers

"Really valuable information and tools to help with dealing with stress and aggressive clients."

CORP Training Attendee
De-escalation Skills for Frontline Workers

"I love how she made the session interactive."

CORP Training Attendee
Conflict Management and Resolution Skills

"Amazing."

CORP Training Attendee
Conflict Management and Resolution Skills

"Was a good and easy workshop to understand. Gave a lot of new ways to deal with conflict."

CORP Training Attendee
De-escalation Skills for Frontline Workers

"The training was engaging and I learnt how best to develop my conflict management skills."

CORP Training Attendee
Conflict Management and Resolution Skills

"It is great to have a training resource of this calibre here in Darwin."

CORP Survey Respondent

"Very informative for new and current starters that work in frontline for skills and strategies to help manage and de-escalate tough situations."

CORP Training Attendee
De-escalation Skills for Frontline Workers

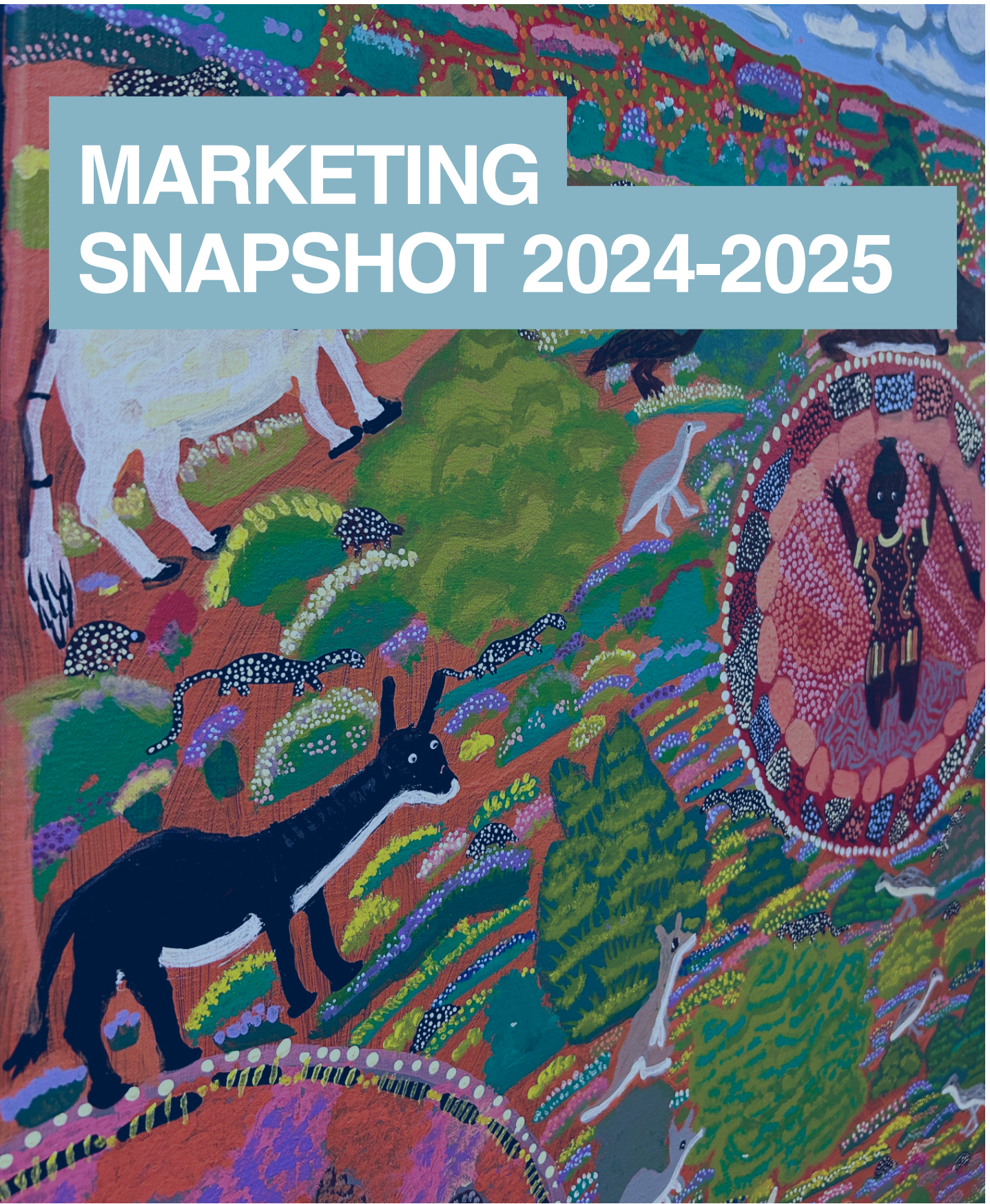
"Was a good and easy workshop to understand. Gave a lot of new ways to deal with conflict."

CORP Training Attendee
De-escalation Skills for Frontline Workers

"Lou presents in an engaging and humorous way. I really enjoyed her stories."

CORP Survey Respondent

MARKETING SNAPSHOT 2024-2025



MARKETING SNAPSHOT

Data has been obtained from Google , Captovate, Mailchimp, Meta and LinkedIn Analytics



25,124

Total Visits to the Website

45,651

Total Page Views

=

50.81%

ENGAGEMENT RATE

Our rate of engagement for the EASA/CORP website over the last 3 Financial Years

Our engagement rate has slowly dropped in the last 2 FYs.

Our objective for the next financial year is to increase engagement.



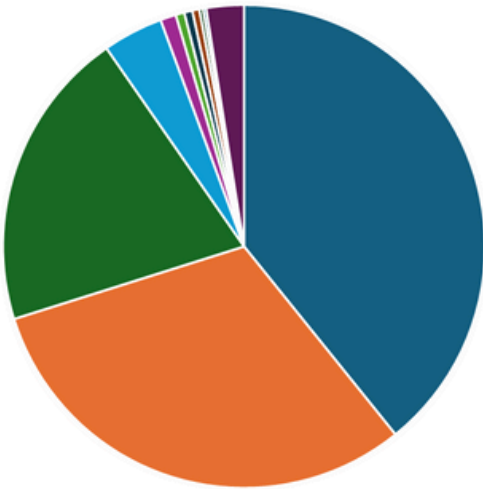
185 visitors emailed EASA through the website

359 visitors submitted forms through the website.



2,657 visitors used the *Click to Call* function to contact our office for a booking

Traffic Sources for Visits to Website



- Google
- Bing
- Facebook
- theaca.net.au
- Direct (typed address or clicked link)
- ntgcentral.nt.gov.au
- Internal
- ocpe.nt.gov.au
- DuckDuckGo
- internal.health.nt.gov.au
- Other platforms

SOCIAL MEDIA DATA

FACEBOOK

Page Visits | 1,948
Interactions | 214
Link Clicks | 318
New Followers since FY 23-24 | 36

77%

Of EASA's Facebook audience are women



Women between 35-44 years of age make up

25%

of our viewership



3.8%

Of EASA's Facebook audience are men of all ages

Pages Most Visited on the Website in FY24-25

1. Home Page
2. Our Team (clinical)
3. Stress & The Brain (blog)
4. Counselling
5. Employee Assistance Program Page
6. About
7. Contact Us
8. Drink Driving Education
9. Training
10. Leadership & Communication (now known as our Course Guide Page)

MARKETING SNAPSHOT

Data has been obtained from Google , Captovate, Mailchimp, Meta and LinkedIn Analytics



4,866

Total sends received by mailing list recipients

35 Campaigns Sent in FY24-25

21.50% OPEN RATE

In FY24-25 we implemented the use of **trackable QR Codes and links** in our digital and print marketing materials.



This means that when potential clients scan a code or click a link like this, we are able to see where their visit has come from.

For example, the QR Code above, when scanned, will be marked as a visit to our website that originated from someone scanning the QR code on our EASA/CORP Brochure.

This means that we can get an idea of how much traffic is being directed to our website by our various marketing materials and, therefore gauge how well our marketing materials are performing for us.

In FY24-25 **2%** of our overall traffic to the website was directed there by one of our trackable elements.

That's **over 550 visits** as a result of including campaign links and QR codes in our digital and print marketing.

SOCIAL MEDIA DATA

LINKED IN

EASA

Impressions | **1,271**
Reactions | **36**
Comments | **1**
Reposts | **2**
Page Views | **110**
Unique Visitors | **59**
New Followers since FY23-24 | **22**

CORP

Impressions | **15,846**
Reactions | **62**
Comments | **3**
Reposts | **0**
Page Views | **45**
Unique Visitors | **16**
New Followers since FY23-24 | **21**

Our CORP Profile is more popular due to content being primarily posted there.

3-Year Snapshot of Traffic to the EASA Website

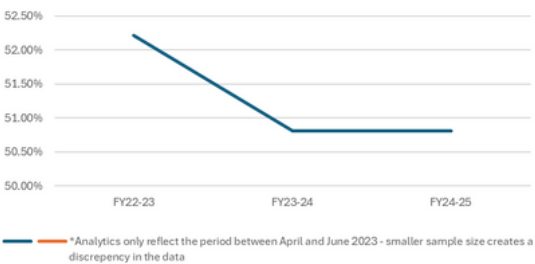
Total Traffic to EASA Website

Our numbers have remained consistent across the last 3 FYs. Slightly less traffic this FY than last FY - could be a result of government restructuring in FY23-24



Rate of Engagement of the last 3 Financial Years

Our engagement rate has dropped in the last 2 FYs. It is below average - this means people are visiting our website but not actually USING the website. View notes on the previous page for further insights.



INSTAGRAM

Reach | **291**
Interactions | **13**
Page Visits | **74**

All engagement has been achieved organically without the use of paid ads or boosting.

Videos and content posted on Stories is the most popular content.

FINANCIAL REPORT 2024-2025

FINANCIAL OVERVIEW

The 2024-2025 financial year was marked by disciplined cost management, strategic investment in service delivery, and a continued commitment to financial sustainability. EASA's financial performance reflects both the challenges and opportunities of operating in a dynamic service environment across the Northern Territory.

Monthly Financial Reporting and Performance Trends

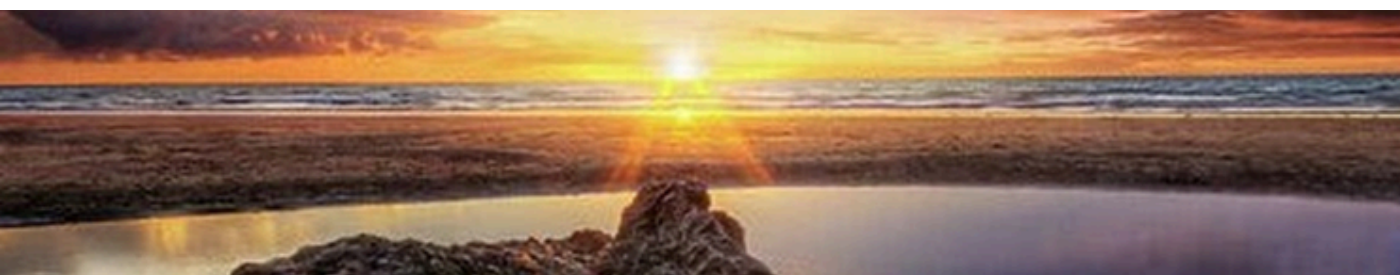
Throughout the year, monthly financial reports prepared by Belinda Howie provided detailed insights into revenue streams, expenditure patterns, and investment outcomes. These reports consistently highlighted:

- **Revenue Performance:** Psyc services remained the primary revenue driver, with fluctuations across months due to seasonal factors and regional demand. Organisational services showed modest recovery in the latter half of the year.
- **Cost Management:** Operating expenses were generally under budget, driven by strategic use of sessional staff and prudent wage management. Notable savings were achieved in employment costs, premises, and maintenance.
- **Investment Income:** Interest and dividend income contributed positively to non-operating revenue, although managed investment performance varied month-to-month.
- **Solvency and Sustainability:** EASA maintained strong liquidity throughout the year, with cash at bank consistently exceeding \$1.7 million and net current assets supporting operational resilience.

Audit and Annual Financial Statements

The FY25 audit was completed in alignment with board timelines, with draft financials reviewed in September and finalised in October for inclusion in the annual report. The audited financial statements confirm:

- A net profit before depreciation of \$191k for FY25.
- Continued compliance with all statutory obligations including BAS/IAS, FBT, payroll tax, and superannuation.
- No material changes in operational structure or financial reporting standards.



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EASA

COUNSELLING • TRAINING
MEDIATION • CONSULTING