

ANGLICARE

NT



Annual Report

2009

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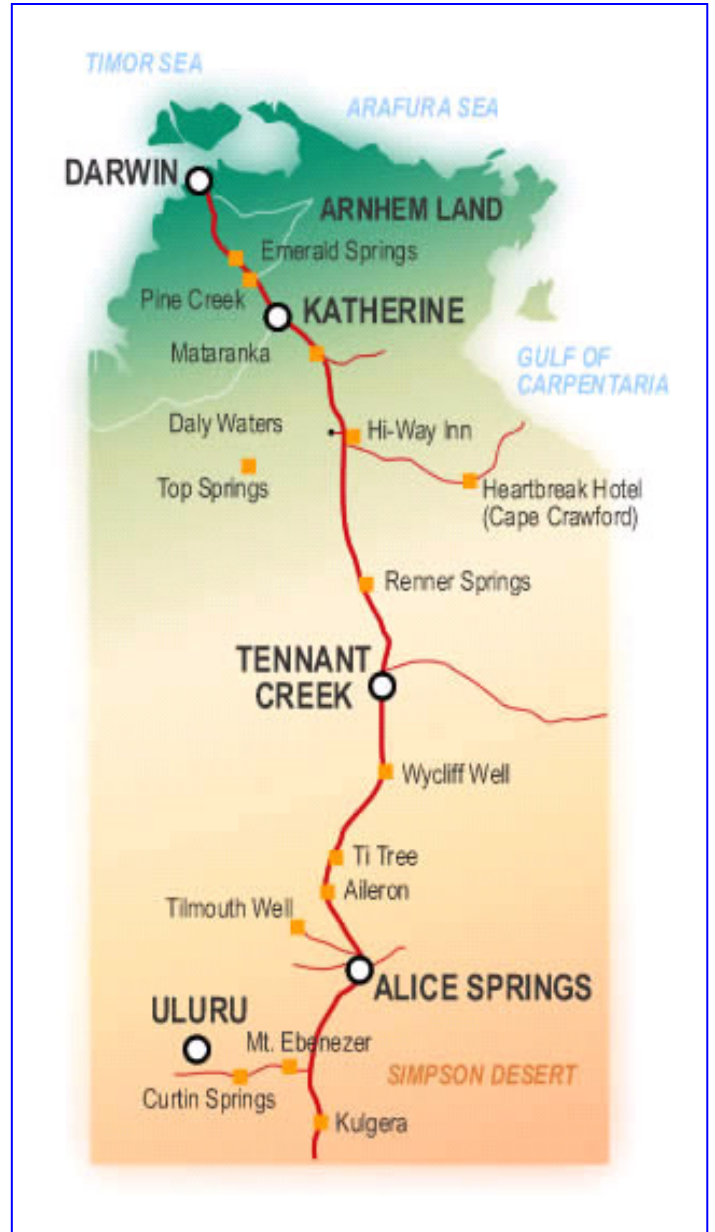
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MESSAGE FROM THE BISHOP

When Jesus placed a child in the midst of a gathering of his followers and proclaimed that, “whoever does not welcome one of these little ones does not welcome me”, he was making a powerful statement about how we usually treat all those on the margins of our community. For Jesus of Nazareth it was clear that it is with and in those on the margins that we can most clearly glimpse something of God.

The work of Anglicare NT across the Northern Territory is most often with those at the margins of Territory life. From the frail aged and refugee and migrant people to aboriginal people living in the most remote communities, Anglicare’s many programmes seek to build a community of “people empowered with the freedom to achieve happy and fulfilled lives, where potential is realised through opportunity and choice, where the vulnerable are protected, where social justice is advanced and where cultural difference is respected.”

As the community outreach arm of the Anglican church in the Northern Territory, Anglicare NT strives to make real the justice, hope and love that are at the heart of the Christian faith. That Anglicare is able to do this across social, cultural, religious and geographical boundaries is testament to the commitment and passion of staff at every level of the organisation.

After a time of transition, Anglicare NT is now well placed to continue its long tradition of providing high quality services to those on the margins of our community. This annual report highlights the profound difference that Anglicare has made in the lives of many Territorians and outlines a strong vision for the future.

I commend this report and the work of Anglicare to you and ask for your prayers and support as we continue this important work.

Grace and peace,

THE RIGHT REVEREND GREG THOMPSON

Bishop of Northern Territory
Board Member Anglicare NT
November, 2009



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1. MISSION AND VALUES

Our Vision

Our Vision is to be part of a community of people empowered with the freedom to achieve happy and fulfilled lives, where potential is realised through opportunity and choice, where the vulnerable are protected, where social justice is advanced and where cultural difference is respected.

Jesus said: "I have come so that you may have life, and have it in all its fullness" (John 10:10)

Our Mission

Our Mission is to work in partnership with the community, families and individuals to promote the enrichment of relationships, fullness of life and social justice for all.

We will achieve this by:

- Building on the social capital and uniqueness within communities; recognising Indigenous culture and knowledge.
- Collaborating with and building sustainable relationships with communities and other organisations.
- Encouraging and supporting the work of Anglican parishes in the Northern Territory.
- Ensuring there are linkages between services.
- Delivering services that empower others to realise their potential.
- Working to create change for the achievement of social justice.
- Respecting and supporting cultural and regional diversity.

The Values we share are

Caring - we will understand and respond to individual and community needs.

Integrity - we will treat you as a person of worth and dignity with respect to your social, physical and spiritual needs.

Professionalism - we will aim for the best service standards and be accountable for effective outcomes.

Empowerment - we will work with you to achieve your full potential.



2. OUR BOARD

Anglicare NT is an agency of the Anglican Church formed in June 2002 by an Ordinance of the Synod of the Diocese of the Northern Territory and incorporated under the Associations Act of the Northern Territory.

Since inception, Anglicare NT has conducted the activities formerly undertaken by two separate agencies trading as Anglicare Top End and Anglicare Central Australia – St Mary’s Family Services.

Control of the Association vests in the Synod under the provisions of the Anglicare NT Constitution which was established by the Ordinance.

The Constitution provides for the appointment of a Board which is responsible for the affairs of Anglicare NT.

The Board is comprised of up to nine (9) members. The membership includes the Anglican Bishop of the Northern Territory, four persons who are appointed for a term of up to two years by Diocesan Council and three persons appointed for a term of up to two years by the other members of the Board. The Registrar of the Diocese and the CEO also attend Board meetings. The Board is required to meet at least 4 times per year.

Below are the names of Board Members in office at any time during or since the end of the financial year.

Board Members 2008-2009

Chairman	Mr Richard Giles
Board member	Bishop Greg Thompson
Board member	Mr Ralph Hutchins
Board member	Mrs Cheryl Herbert (Resigned April 2009)
Board member	The Very Reverend Jeremy Greaves
Board member	Mrs Heidi Snell
Board member	Mrs Rigmor George (Resigned March 2009)
Board member	Mr David Martin (Resigned February 2009)
Registrar	Mr Michael Sparrow
CEO	Ms Coralie Nichols (Ex officio)

Board Members	Board Meetings	
	Number Eligible to Attend	Number Attended
Richard Giles	7	5
Greg Thompson	7	5
Ralph Hutchins	7	5
Cheryl Herbert	6	3
Jeremy Greaves	7	6
Heidi Snell	7	5
Rigmor George	5	4
David Martin	4	2
Michael Sparrow	7	5

The Board has an Executive Committee, which consists of four nominees from the Board and the CEO and Diocesan Registrar.

Executive Committee Members 2008-2009

Chairman	Mr Richard Giles
Committee member	Bishop Greg Thompson
Committee member	Mrs Cheryl Herbert (Resigned April 2009)
Committee member	The Very Reverend Jeremy Greaves
Registrar	Mr Michael Sparrow
CEO	Ms Coralie Nichols (Ex officio)

The Board also has a Risk and Audit Management Committee which has an independently appointed Chair, a nominated Board member, the Registrar of the Diocese and the CEO.

Risk and Audit Management Committee Members 2008-2009

Chairman	Mr Iain Summers
Committee member	Mrs Heidi Snell
Registrar	Mr Michael Sparrow
CEO	Ms Coralie Nichols (Ex officio)



CURRENT ANGLICARE NT BOARD

Back row (L-R): Janie Mason, The Very Rev'd Jeremy Greaves, Kevin Diflo, Heidi Snell

Front row (L-R): Michael Sparrow, Richard Giles, Bishop Greg Thompson

Not present: James O'Sullivan, Ralph Hutchins

3. FROM OUR CHAIR

The release of Anglicare NT's 2009 Annual Report comes at the end of what has been a year of further change and significant progress, with the Agency in a much improved position both in terms of financial stability as well as service capacity and performance.

It also coincides with the adoption by the Board of the Agency's Strategic Plan for the period 2009–2012. In summary, Anglicare NT's future direction over the next three years embraces a commitment to the following:-

1. Strengthening People Through Stages of Life
2. Enhancing Capacity and Wellbeing
3. Developing Strategic Partnerships
4. Being a Sustained and Respectful Presence.

The Board and staff of Anglicare NT made a strong commitment to the Strategic Plan and in response to our new strategic direction we reviewed our service delivery across the Territory and commenced new works. In some part funding for our new works resulted from the impact of the Global Financial Crisis and the subsequent Commonwealth Government Economic Stimulus Packages and also the Northern Territory Emergency Response. This money allowed Anglicare NT to expand its much needed financial counselling services across the Territory and provide new supported locational playgroups for Indigenous children in East Arnhem Land.

Further to this we undertook a significant review of our services in Alice Springs. This review resulted in the difficult decision to transition our disability services on the St Mary's Campus back to the NT Government and to close the hostel accommodation locally known as "The Lodge". We also commenced the process of winding up the Children's Education Residential Service, which has now been completed. The requirement to cease these long standing services was made after careful deliberation and reflected the difficulties Anglicare was experiencing providing contemporary, effective and financially sound services. Whilst we no longer operate disability services in Alice Springs, we do lease our property at the St Mary's Campus to the NT Government to assist them in the provision of ongoing support for the children and adults who were using this service.

Importantly, the review of our services in Alice Springs also sought to enhance our strengths in service provision. As a result we were able to secure additional funding to extend our transitional housing program from 13 units to 44 units/townhouses and obtain new funding to operate a Tenancy Sustainability and Support Program across an additional 50 households in Alice Springs. This represents a significant expansion of our housing service in Alice Springs and through these programs we are able to support vulnerable people via the provision of life skills training, tenancy support, case management, parenting programs and financial counselling and literacy programs. We also received additional funding to enhance our Out of Home Care service in Alice Springs. With funding to operate a new youth residential program in Alice Springs we are now better positioned to provide extended housing support to young people aged 12-25 years.

The Board is confident that our decisions and subsequent actions have placed Anglicare NT in a stronger position with regard to pursuing our mission of "promoting the enrichment of relationships, fullness of life and social justice for all". Anglicare NT remains committed to the delivery of quality services across the Territory including in Central Australia.

The Board farewelled three Board members earlier this year and I would like to thank Mrs Cheryl Herbert, Mrs Rigmor George and Mr David Martin for their considerable contribution and commitment to the Agency. I am also pleased to welcome our three new Board members, Ms Janie Mason, Mr James O'Sullivan and Mr Kevin Diflo.

In the delivery of all of our services I wish to acknowledge the significant financial support that we receive from the Territory and Federal Government. Our relationship with all levels of government has continued to be strengthened over the course of this year. We are also grateful to those individuals and Parishes who remember us in their donations.

The Board would also like to place on record our appreciation for the leadership, vision and hard work of our CEO, Ms Coralie Nichols who is leaving us to have another child. My thanks extend to the staff, volunteers and members of the senior management team of Anglicare NT.

I commend this annual report to you.

RICHARD GILES

Chair

Anglicare NT

November 2009



4. FROM OUR CEO

Since Anglicare NT's last Annual Report the Australian Parliament initiated an apology to the Stolen Generations, an action that has the support of the majority of Australians. Anglicare NT welcomes the expressed commitment of the Australian Government and the Northern Territory Government to work together to improve the provision of health, housing, education and employment services for Indigenous people across the Territory. In our recently adopted Strategic Plan, we have made a commitment to strengthen links with Indigenous organisations and improve the effectiveness of our service delivery to Indigenous Territorians. Anglicare NT also seeks to better understand the issues that are facing Indigenous Australians in the Territory. Further to this we are committed to increasing Indigenous employment in our organisation and have commenced the process of developing a formal Indigenous Employment Strategy.

Significantly, the last year has also seen the impact of the Global Financial Crisis in our communities. This crisis is not only an economic crisis; it has become an employment crisis and in some pockets of our community it has produced a social crisis. Anglicare NT has been able to respond to people's increased need by the provision of financial counselling, a program thanks to additional grant money we have been able to extend into East and West Arnhem Land, the introduction of a Nil Interest Loan Scheme to enable low income earners to purchase essential household goods, and our Donated Goods Program which has seen a substantial surge in the number of shoppers. Programs such as these can only operate with the assistance of Government funding, the commitment of staff and volunteers, program partners such as the National Australia Bank and the generosity of individuals who donate quality goods and their time. Together we all make a difference, strengthening vulnerable people through different stages of their lives and enhancing their well being.

Anglicare NT continues to be a provider of a broad range of services in Alice Springs, Tennant Creek, Katherine, Darwin, Palmerston, East and West Arnhem Land and Groote Eylandt. We work with young people, families in crisis, people with a disability, prisoners, newly arrived refugees and migrants, and the elderly. As well, we offer emergency financial assistance, financial counseling, and donated clothing and household goods. Short, medium and long term accommodation for homeless individuals, young people and families is also provided by our Agency and counselling, mediation and parenting support is also a vital part of the work we do. This breadth of service requires us to have a skilled team of capable professionals and volunteers and a Board that operates at the highest strategic level. I extend my thanks and gratitude to these individuals who make such a strong contribution to improving the lives of vulnerable Territorians.

Many important issues have been addressed within the organisation over the last twelve months, including:

- ✓ Restructure of the senior management team;
- ✓ Changes to the structure of the organisation to better reflect service delivery goals;
- ✓ A review of our financial management systems;
- ✓ Development of new partnerships with agencies that share similar goals;
- ✓ Implementation of new service models in our housing programs in Alice Springs;
- ✓ Further development of parish partnerships in Alice Springs, Katherine and Darwin;
- ✓ Advocacy in the areas of housing and service provision in remote Indigenous communities;
- ✓ Completion of our Strategic Plan 2009-2012;
- ✓ Development of a new web page;

- ✓ Significant upgrading of our IT system; and
- ✓ Consideration of our future requirements for building and infrastructure.

In conclusion, I commend this Annual Report and the work of the Agency. As Chief Executive Officer I am proud of the work that we undertake with our community partners supporting families and individuals, enriching relationships and fullness of life and seeking social justice for all.

CORALIE NICHOLS

Chief Executive Officer
Anglicare NT
November, 2009



THE CURRENT ANGLICARE NT SENIOR MANAGEMENT TEAM



From L-R: Ms Helen Walker (Manager Human Resources), Ms Kate McGarry (Executive Manager Counselling, Community Services and Housing), Ms Coralie Nichols (CEO), Mr Peter Smith (Manager Finance) and Ms Ann Buxton (Executive Manager Youth, Family and Remote Services)

5. HIGHLIGHTS – A SNAPSHOT OF OUR YEAR IN REVIEW ACROSS THE REGIONS

DARWIN, PALMERSTON AND SURROUNDS

Headspace Top End

The National Youth Mental Health Foundation program known as Headspace provides mental health support, information and services to young people and their families across Australia.

Headspace Top End, funded by the Commonwealth Government of Australia, was opened in Palmerston in 2008. The Anglicare NT staff that work at Headspace Top End are providing solutions for young people aged 12 to 25 years.

Our primary focus is the mental health and wellbeing of all young Australians. We know that getting help early is the key to resolving these problems quickly.

With our one-stop-shop located in Palmerston, Headspace Top End has a range of youth friendly professionals who help with:

- General health issues;
- Mental health and counselling ;
- Education, employment and other services; and
- Alcohol and other drug services.

Highlights

- * The new Headspace facility was launched in Palmerston in July 2008
- * Over 300 young people have been seen through the new service
- * Over 800 young people have received information regarding mental health at Headspace community awareness sessions held in schools and outreach events



Anglicare NT's Executive Manager Ms Ann Buxton
at the official opening of Headspace

Donated Goods Program (DGP)

The Donated Goods Program operates from the Ludmilla site and utilises St Peter’s Church via a special lease agreement. The DGP is quite often the first introduction to Anglicare NT for those in need of assistance. The DGP provides a wider gamut of services to the community than just donated goods. The service is involved in Return to Work, rehabilitation programs, Work for the Dole, Indigenous traineeships, as well as supplying donated goods to remote communities across the Northern Territory.



The Donated Goods Team at Anglicare NT

Pandanus Project-Ante/Post Natal Support for Young Parents

This unique program provides youth friendly child birth education courses and ante/post natal support to young parents. In the past twelve months the Young Women’s Reference Group has worked hard to raise community awareness about post natal depression through public music performances. Using the ‘DRUMBEAT’ program the “Mums and Drums” performing troupe have performed at a number of local events.

Highlights

- * The “Mums and Drums” performing troupe established and performed at a number of local events to raise awareness of post natal depression in young women
- * Anglicare NT has extended the Pandanus program into remote communities in Millingimbi and Maningrida and provided professional development opportunities for locally based Indigenous women



Mums and Drums Program

Resolve Counselling Service

Through our Resolve Counselling Service, Anglicare NT provides a range of counselling and mediation services for individuals, couples and families aimed at strengthening family relationships.

Services are available to help people during and after separation to resolve disagreements about parenting issues. Adolescent Mediation and Family Therapy services are available to young people (aged 10 to 21) and their families or caregivers who want to improve their relationships and resolve conflict. Anglicare NT is also funded to provide the Parenting Orders Program that assists separating families in high conflict over parenting arrangements. These services use a variety of child-focused and child-inclusive interventions to respond more effectively and flexibly to families' needs and work where possible with all members of the family. The program helps parents focus on their children's needs and uses education, counselling, mediation and access to children's contact services as appropriate to each case.

Highlights

- * Our Resolve Counselling Service was assessed in 2009 in accordance with the Family Relationship Services Program Approval Requirements Standards



Anglicare NT's Resolve Counselling Team

Post School Options

Anglicare NT was advised by the NT Department of Business and Employment that our tender application to continue operating a Post School Options (PSO) program in Darwin was unsuccessful. This program will now be offered by another organisation commencing in January, 2010.

Highlights

- * Post School Options supported 12 young people with high support needs into meaningful activities in the broader Darwin community

Prison Chaplaincy – Darwin and Alice Springs

With additional funding from the NT Government (Department of Justice) Anglicare NT has been able to extend its prison chaplaincy work both Darwin and Alice Springs correctional centres. The Northern Territory Council of Churches Prison Chaplaincy Reference Group performs a regular supportive role in the pastoral care of Anglicare NT's Chaplaincy staff.

Highlights

- * A memorandum of understanding was established between Anglicare NT and the Northern Territory Council of Churches to improve service delivery in the prisons

EAST AND WEST ARNHEM LAND

Financial Counselling

The Commonwealth Government of Australia funds Anglicare NT to provide free financial counselling services to people who are experiencing personal financial difficulties, due to circumstances such as unemployment, sickness, credit over-commitment and family breakdown. This year Anglicare NT was advised that we had been funded to expand this service to East and West Arnhem Land. Our Financial Counsellors can assist in negotiating with creditors to reach an acceptable agreement, provide advocacy support where a person feels overwhelmed by a personal financial problem, can explore options for paying outstanding bills, can explain the debt recovery process and assist vulnerable people to take the appropriate course of action, assist people to develop a budgeting plan to suit their circumstances, and help them gain financial management skills, and can give information on bankruptcy and assist people to explore alternatives.

Highlights

- * A new Financial Counsellor was appointed in East Arnhem Land, based in Nhulunbuy

Yuta Walnga' – Suicide Safer Communities Project, East Arnhem

Anglicare NT has a strong record of providing suicide intervention training to remote communities in the Top End. Suicide rates and the level of attempts continue to be a major concern in this region. The Indigenous Coordination Centre funded Anglicare NT to undertake a process on the Gove Peninsula region to work with stakeholders, community members and service providers to develop a suicide mitigation strategy focused on practical recommendations and finding a way forward. The strategy is finalised and has been broadly distributed; a proposal has been lodged for funding of a second stage to enable implementation of the recommendations. Community consultation processes were thorough and undertaken in language. Community members and local service providers substantially contributed to the final report which has been well received by the funding body. Community interest remains very strong.

Highlights

- * Development of a suicide mitigation strategy for remote communities in the Top End

Communities for Children

Communities for Children is part of the new Family Support Program which provides prevention and early intervention programs to families with children up to 12 years, who are at risk of disadvantage and who remain disconnected from childhood services.

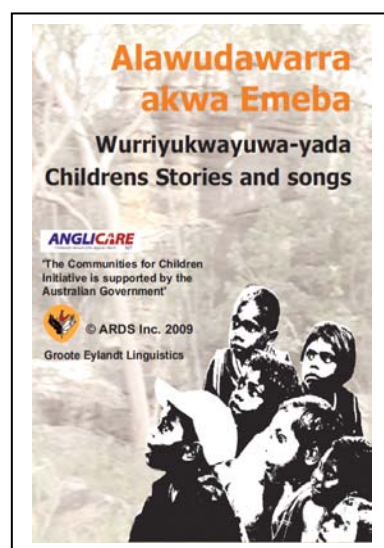
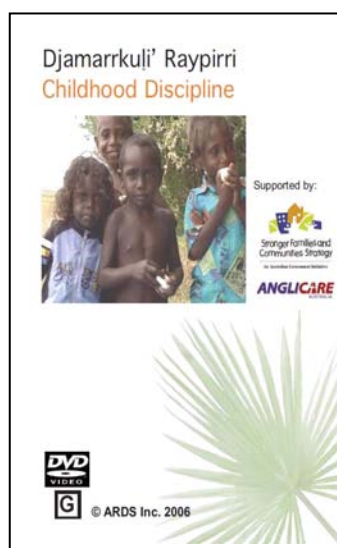
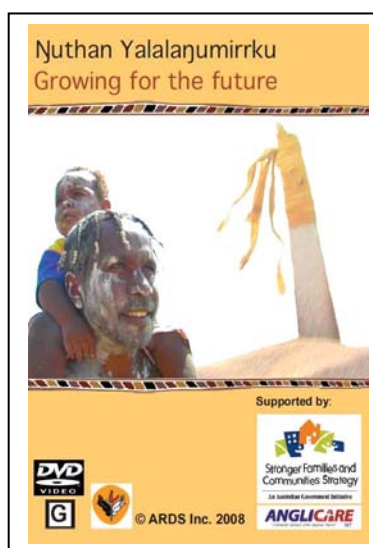
Of the 45 current sites funded under the Program, four are located in the Northern Territory, one of which is operated by Anglicare NT across East Arnhem.

Examples of activities being implemented by Anglicare NT under the Communities for Children initiative are:

- Early learning and literacy programs;
- Early development of social and communication skills;
- Parenting and family support programs;
- Child nutrition; and
- Community events to celebrate the importance of children, families and the early years.

Highlights

- * The Communities for Children initiative hosted a wonderful Festival over two days in Darwin on the 28th and 29th May, 2009. Over 120 women and men attended the Festival
- * As part of the Communities for Children initiative, Aboriginal Resource Development Services (ARDS) developed a DVD “Watuwal malangur ga nhina” (Living with Dogs). This DVD won an Australian Teachers of Media Award for Best Indigenous Resource
- * The Communities for Children initiative developed a Play and Learn Support Resource (PALS) Kit that utilizes culturally relevant information to increase Indigenous women’s awareness of development milestones in early childhood



DVD Language Resources produced by the Communities for Children Initiative

Garma Festival – Miwatj Youth Forum

This event was held in August 2008 in East Arnhem Land. The Anglicare NT Youth Team organised the Youth Forum camp and workshops for the 180 participants who came from

East Arnhem Land, Wadeye, Victoria, NSW and Queensland. Workshops at the event included spear making, hop-hop classes, protect yourself strategies, drumming, lino printing, mental health, alcohol and other drugs, bead making, and traditional healing practices.

Highlights

- * There was a strong contribution by young people in the development and planning of the Miwatj Youth Forum
- * The Miwatj Youth Forum received a high level of support from local businesses and organisations
- * The success of the Miwatj Youth Forum strengthened the partnership between Anglicare NT and the Yothu Yindi Foundation



Yolngu boys who attended the Garma Festival in East Arnhem Land

Supported Locational Playgroups

Anglicare NT received new grant monies from the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs to provide a Supported Locational Playgroups in East Arnhem Land in the communities of Ngukurr, Milingimbi and Numbulwar. The Playgroups will provide generic parent and family support and referral services to Indigenous families with young children. This is an exciting new initiative for predominantly Indigenous families in remote communities.

Highlights

- * This new funding provides opportunities for Anglicare NT to expand operational bases to remote communities in East Arnhem Land
- * Anglicare NT is able to increase Indigenous employment by recruiting and supporting local staff to operate the Playgroups
- * This funding is recognition of our advocacy work aimed at developing and enhancing early childhood services in remote areas in East Arnhem Land



KATHERINE

Disability Employment Network (DEN)

Anglicare NT is a DEN provider in Katherine. We are funded by the Commonwealth Government of Australia to provide specialist assistance to job seekers with disabilities who require ongoing support to find and maintain employment. A job seeker can be referred to DEN if they:

- Have a permanent (or likely to be permanent) disability;
- Have a reduced capacity for communication, learning or mobility; and
- Require support for more than six months after placement in employment.

The Hon Brendan O'Connor MP, Minister for Employment Participation, is undertaking a review of disability employment services including the performance management framework. We are confident that we will comply with the standards of the review and look forward to continuing to provide this valuable service in Katherine.

Highlights

- * The service hosted an Anti Poverty Week breakfast for the Katherine community
- * The service employed a trainee Employability Worker to assist in the provision of services to DEN clients



The DEN Program in action in Katherine

Katherine Community Accommodation and Support Program (KCASP)

This Program is funded by the NT Department of Local Government and Housing to support families to live independently in short to medium term housing in Katherine and move towards permanent housing. The program manages 8 rental properties, and staff work closely with Territory Housing and a number of other local agencies, including Centrelink, to deliver KCASP to the community. In the last year the service supported 38 adults and 63 children.

Highlights

- * The service continues to support families and children in eight independent living units in Katherine
- * A new Support Worker was appointed to the Katherine Accommodation and Support Program

ALICE SPRINGS

The Lodge

Anglicare NT and other Anglican agencies have been operating emergency housing at 16 Bath Street, Alice Springs, locally known as 'The Lodge', for nearly 35 years. During that time these agencies have assisted a significant number of people and provided a much needed service.

Sadly, due to the age of the facility, a failure to secure a Permanent Occupancy Certificate, an inability to fund further necessary upgrades to the facility and the fact that Anglicare NT were unable to secure any program funding, the Board made a difficult decision to cease operations at 'The Lodge'.

Anglicare NT made a commitment to current occupants to assist in finding them housing support. All of the clients who required ongoing long term supported housing were re-housed in other Anglicare NT housing programs in Alice Springs.

'The Lodge' ceased accepting new clients as of the 3rd March, 2009 and the service closed on the 31st May, 2009.

The Anglican Diocese of the Northern Territory formed an Alice Springs based Working Party to consider the future uses of 'The Lodge' site.

Tenancy Sustainability and Support Program (TSSP)

Following the closure of the Lodge Anglicare NT continued to express a strong interest in the provision of appropriate community housing in Alice Springs. We were pleased to be the successful tenderer to deliver the Tenancy Sustainability and Support Program (TSSP) in urban Alice Springs.

Funding for this program was received from the NT Government Department of Local Government and Housing. These funds are being utilised to provide life skills training and case management to support people living in fifty (50) NT Department of Housing dwellings in urban Alice Springs. The program focuses on improving tenancy sustainability and life of dwellings, as well as the health and wellbeing of the occupants.

Transitional Housing Program (THP)

The NT Government Minister for Housing advised Anglicare NT that we had received additional funding to provide supported accommodation services across 26 two bedroom townhouses located in Bloomfield St, Alice Springs. This service now supports approximately 50 adults and 75 children. This program is operated in conjunction with the 18 one bedroom flats in Bath Street, Alice Springs known locally as the Bill Braitling units. Together these two sites form Anglicare NT's Transitional Housing Program in Alice Springs. Together the two sites comprising of 44 units provide a mix of short term to long term housing for clients who are homeless or are at risk of homelessness (as defined by the Supported Accommodation Assistance Act 1994). These two sites are utilized in the following way:

- 2 units are utilised as office / storage space – one at each site.
- 17 units are utilised as short term or transitional housing – up to 6 months. (8 units will be allocated at the Bill Braitling site and 9 units at the Bloomfield site)
- 25 units are utilised as medium to long term housing.

This program employs a Housing Manager, Case Workers, a Tenancy Manager and a Children's Worker. This funding has allowed Anglicare the much needed opportunity to address sustainable housing and intergenerational homelessness in Alice Springs.



Transitional Housing Program in Alice Springs

Nil Interest Loans Scheme (NILS)

The National Australia Bank in association with Anglicare NT and the Good Shepherd Youth and Family Service launched a No Interest Loan Scheme in Alice Springs on the 23rd April 2009. The new program enables low-income individuals and families in Alice Springs to access safe and affordable credit and financial mentoring.

Through the Anglicare NT office in Alice Springs, NILS offers interest and fee-free small loans from \$800 up to \$1,000 for the purchase of essential household goods such as fridges and washing machines. The NILS program provides a practical credit alternative and develops financial literacy and builds assets for people living on low incomes in the Alice Springs region. NILS is the only nationally coordinated interest-free loan scheme currently available to low income earners in Australia and Anglicare NT is proud to be associated with this important service.

Highlights

- * NILS was officially launched in Alice Springs by Minister Karl Hampton, Minister for Central Australia and Minister for Regional Development

Children's Education Residential Services Program

The Board of Anglicare NT requested a review of the Children's Education Service that operated from the St Mary's Campus in Alice Springs. This Service was delivered via the provision of two houses which combined have a capacity to accommodate 20 Indigenous children from remote communities aged between 6 and 12 years old. The accommodation was provided during school terms to enable these children to attend primary school in Alice Springs.

The review which was presented to the Board in October, 2008 highlighted that the Children's Education Service had significant program delivery issues. The model of the Service required the separation of very young Indigenous children from their families and communities; the Service was not funded to provide Indigenous staff interaction, language or cultural exposure; due to the limited funding children in the Service were unable to attend external activities outside the classroom therefore, by default, they were excluded from interaction with the wider community; grouping size of the residences were of concern in terms of individual care and support and appropriate early childhood development programs; the housing currently utilised by the Service required short and longer term

capital upgrades; the Service was running at a financial loss; and finally the Service was not adequately funded to provide appropriate support levels to staff. It was also noted by the Board that many of the children referred to the Service had high and complex needs and potentially therefore are more suited to a NT Department of Health and Families out of home care funded program than a house parent program.

As a result the Board made the difficult decision to undertake a staged closure of the Service. One house ceased operation at the end of the 2008 school year with the other to remain in operation until the end of 2009 with a view to closure at that time.

The decision to close the service was not made lightly and importantly the Board's commitment to appropriate out of home care services for vulnerable children in Alice Springs remains strong.

Out of Home Care

In early May, 2009, the NT Department of Health and Families advised that Anglicare NT had been successful with our application for funding to extend our Out of Home Care Program in Alice Springs. This funding has allowed us to extend our Forrest House Program and represents a direction strongly supported by the Board to better support children and young people at risk. Anglicare NT received a one off capital grant to upgrade the Diocesan owned property in Stanley Street (known as Leslie House) and in addition to this ongoing annual funding to operate Out of Home Care for young people in the care of the Minister. This funding places Anglicare NT in a good position in terms being a significant player in Central Australia with regard to the provision of Out of Home Care and it is also consistent with our new Strategic Plan that requires us to "enhance capacity", "strengthen people through stages of life", and working in the priority areas of "vulnerable people" and "housing".



Renovations were completed at our Out of Home Care Program – Forrest House

6. STRATEGIC DIRECTION – THE WAY FORWARD

The Board adopted our Strategic Plan 2009-2012 on the 13th June, 2009.

Anglicare NT's Strategic Directions

Our Strategic Plan demonstrates the direction Anglicare NT is working towards for the next three years: 2009-2012:

1. STRENGTHENING PEOPLE THROUGH STAGES OF LIFE
2. ENHANCING CAPACITY AND WELLBEING
3. DEVELOPING STRATEGIC PARTNERSHIPS
4. BEING A SUSTAINED AND RESPECTFUL PRESENCE

The Church and Anglicare NT have collaborated to ensure that this strategic document links in with the Diocesan Strategic Plan so that together these documents purposefully inform our combined work across the Northern Territory.

Our strategic directions are linked to what we refer to as “People, Places and Programs”. In our Strategic Plan we have made a commitment to each of the following over the next three years:-

1. INDIGENOUS PEOPLE

Anglicare NT seeks to strengthen links with Indigenous organisations and improve the effectiveness of our service delivery to Indigenous Territorians. Anglicare NT also seeks to better understand the issues that are facing Indigenous Australians in the Territory. We are committed to increasing Indigenous employment in our organisation.

Our priorities include:

- *Engage in collaborative evaluation regarding our service delivery to improve service outcomes for Indigenous people*
- *Develop and implement an Indigenous Employment Strategy*

2. STRENGTHENING PEOPLE

Anglicare NT works with singles, children, youth and families at vulnerable times in their lives. We strive to provide services that strengthen people and communities, build resilience, promote well-being and choice, and respect difference.

Our priorities include:

- *Early intervention programs for Indigenous families with young children*
- *Enhanced financial counselling and mentoring services*
- *Extension of Chaplaincy services in the Northern Territory*
- *Enhance services to ageing Territorians*

3. PARTNERSHIPS

Anglicare NT develops and implements programs that seek to enhance people's lives in a lasting way. It is important that we work with parishes, other organisations both private and

not-for-profit, Indigenous organisations and government agencies which are striving for the same outcomes.

Our priorities include:

- *Working together with Anglican Church parishes across the Northern Territory*
- *Increased involvement with Anglicare Australia and partner agencies with an emphasis on research*
- *A commitment to consortias and partnerships in service delivery*
- *Development of good working partnerships with local Indigenous organisations*
- *Actively engage with the three levels of government in relation to policies and service delivery*

4. HOUSING

Anglicare NT seeks to enhance its housing services to assist men, women, young people and children in the Territory who live in unsafe and inappropriate housing, who experience overcrowding and who have difficulties with security of tenure. Housing infrastructure, support services, emergency relief, case management and training will all form part of Anglicare NT's response to the housing crisis in the Territory.

Our priorities include:

- *Implementation of the Tenancy Sustainability and Support Program in Alice Springs*
- *Growth of accommodation options for vulnerable people*
- *Play an advocacy role in relation to housing solutions at both a National and Territory level*

5. GEOGRAPHY

Anglicare NT operates in a number of locations across the Northern Territory. Currently we have offices in East Arnhem Land, Darwin, Palmerston, Katherine and Alice Springs.

Our priorities include:

- *Expanding services in Katherine*
- *Recommencing services in Tennant Creek*
- *Consolidating services in Arnhem Land*
- *Seek opportunities for service diversification and planned growth in Alice Springs*
- *Develop an asset management plan for all infrastructure required to carry out our work across the Northern Territory*

7. YEAR IN FINANCIAL REVIEW

Anglicare NT is a not for profit Agency registered as a public benevolent institution with Income Tax Exemption Charity Status and is endorsed as a deductible gift recipient under the Income Tax Assessment Act 1997. Our financial report is a special purpose financial report prepared for use by the Board and the Diocesan Council who have determined that the Agency is a not a reporting entity.

The \$2,695,322 contraction in revenue between the two financial years is predominantly a reflection of the closure of two services in Alice Springs (Disability Services and The Lodge). The reduced income is also matched by a \$2,651,047 reduction in employee benefit expense. From a financial perspective, the determination by the Board to cease operating these two services in Alice Springs means that Anglicare NT can look forward to a sustainable financial future that places less pressure on our reserve funds.

It is also noted in our balance sheet this financial year that grants received in advance have been recorded as a current liability. Grants are recorded as income when received to the extent that they relate to a particular project, outcome or capital acquisition yet to be completed at year end. In these circumstances the funds must be returned if the project, outcome or capital acquisition is not realised. The funds are recognized as income as the grant conditions are met. This change in reporting provides the Board with a much clearer picture with regard to net equity.

Anglicare NT is appreciative of the significant financial support that we receive from the Territory and Federal Government. We are also grateful to those individuals and Parishes who remember us in their donations.

Income Statement for the year ended 30 June 2009

	2009 \$	2008 \$
Revenue	11,016,490	13,711,812
Other Income	34,988	137,274
Less Expenses		
Employee benefit expense	6,614,714	9,265,761
Costs of service provision	979,454	1,198,039
Administrative expenses	1,079,976	926,258
Facilities & vehicle expenses	1,520,489	1,533,484
Depreciation expense	418,024	453,102
Funding repaid	90,491	-
Loss on disposal of property, plant and equipment	28,242	114,771
Total expenses	10,731,390	13,491,415
Surplus for the year	320,088	357,671

Balance sheet as at 30 June 2009

	2009 \$	2008 \$
Current Assets		
Cash assets	680,348	663,740
Trade & other receivables	440,797	822,930
Other financial assets	4,769,600	3,841,869
Total current assets	5,890,745	5,328,539
Non-current assets		
Property, plant and equipment	3,274,467	3,521,624
Total non-current assets	3,274,467	3,521,624
Total assets	9,165,212	8,850,163
Current liabilities		
Bank overdraft	110,204	24,080
Trades and other payables	977,818	1,421,945
Grants received in advance	1,810,886	18,992
Provisions	568,323	617,861
Total current liabilities	3,467,231	2,028,878
Non-current liabilities		
Provisions	176,774	210,412
Total non-current liabilities	176,774	210,412
Total liabilities	3,644,005	2,293,290
Net assets	5,521,207	6,556,873
Equity		
Accumulated funds	4,364,515	4,051,717
Reserves	1,156,692	2,505,156
Total equity	5,521,207	6,556,873

Statement of cash flows for the year ended 30 June 2009

	2009	2008
	\$	\$
Cash from Operating activities		
Receipts from operating activities	12,247,943	14,426,952
Payments for operating activities	(11,373,493)	(13,719,335)
Interest paid	(5,429)	(175)
Net cash provided by operating activities	869,021	707,442
Cash flows from investing activities		
Payments for property, plant & equipment	(278,683)	(609,923)
Proceeds from sale of property, plant & equipment	106,759	72,354
Interest received	161,118	227,998
Payment for other financial assets	(927,731)	(463,915)
Net cash used in investing activities	(938,537)	(773,486)
Net (decrease) in cash held	(69,516)	(66,044)
Cash at the beginning of the financial year	639,660	705,704
Cash at the end of the financial year	570,144	639,660

8. OUR WORKFORCE DEMOGRAPHICS AND STAFF PROGRAMS

Anglicare NT's workforce provides a range of services across the Northern Territory. Our employees and volunteers are involved in delivering case management services, education programs, counselling, housing support, emergency relief, respite and support services, administration, and finance services. The dedication and professionalism of every employee and volunteer in Anglicare NT is acknowledged and greatly appreciated.

Volunteers Program

Anglicare NT relies on the generosity and skill of volunteers to support a number of our key programs across the Territory, including the makeup of our Board. We operate a Community Volunteers Scheme in Darwin, Katherine, Tennant Creek and Alice Springs where over 100 dedicated volunteers visit nursing home residents to provide companionship and support to isolated older people. Volunteers are also integral to our work in our Donated Goods Program. Our valuable Court Support Program in Darwin is also operated by a small team of committed and caring volunteers. We simply couldn't do what we do without this wonderful group of people.



Volunteers working in the Donated Goods Shop in Ludmilla

Anglicare NT's Traineeship Program

Anglicare NT recognizes the importance of providing Territorians with the opportunity to gain formal qualifications while in the workplace. Our Traineeship Program allows us to further develop our people's skills and ability in the workplace and in 2008/9 we employed seven staff who undertook their Certificate III in Business, Aged Care and Disability.

Anglicare NT's Work for the Dole Program

Anglicare NT recognizes the importance of providing disadvantaged Territorians with the opportunity to develop work ready skills. Anglicare NT delivers Work for the Dole through our Donated Good Program to help job seekers to improve their employment prospects by providing opportunities for work experience. Participants who take part in Work for the Dole in our Donation Goods Program are aged 15 to 20 years not on income support and not in full-time education or training.

Employee Assistance Program (EASA)

EASA brings together a comprehensive range of counseling and support services for Anglicare NT staff. The program provides professionally trained counsellors who offer our staff support and strategies for personal or work-related issues. Anglicare NT has fully

funded the Program and it is free to all employees and their immediate family members. The service guarantees confidentiality and no information is disclosed to Anglicare NT without the employees permission.

Indigenous Employment Strategy

Via the development of our Strategic Plan 2009-2012 the Board committed to “develop and implement and Indigenous Employment Strategy” as a way to increase Indigenous employment in our Agency. The Senior Management Team is currently working with the Commonwealth Department of Education, Employment and Workplace Relations to develop our Indigenous Employment Strategy. The aim of the strategy is to encourage and support Indigenous Territorians to take up training and employment opportunities with Anglicare NT and to increase retention rates and internal promotion opportunities for our Indigenous staff.

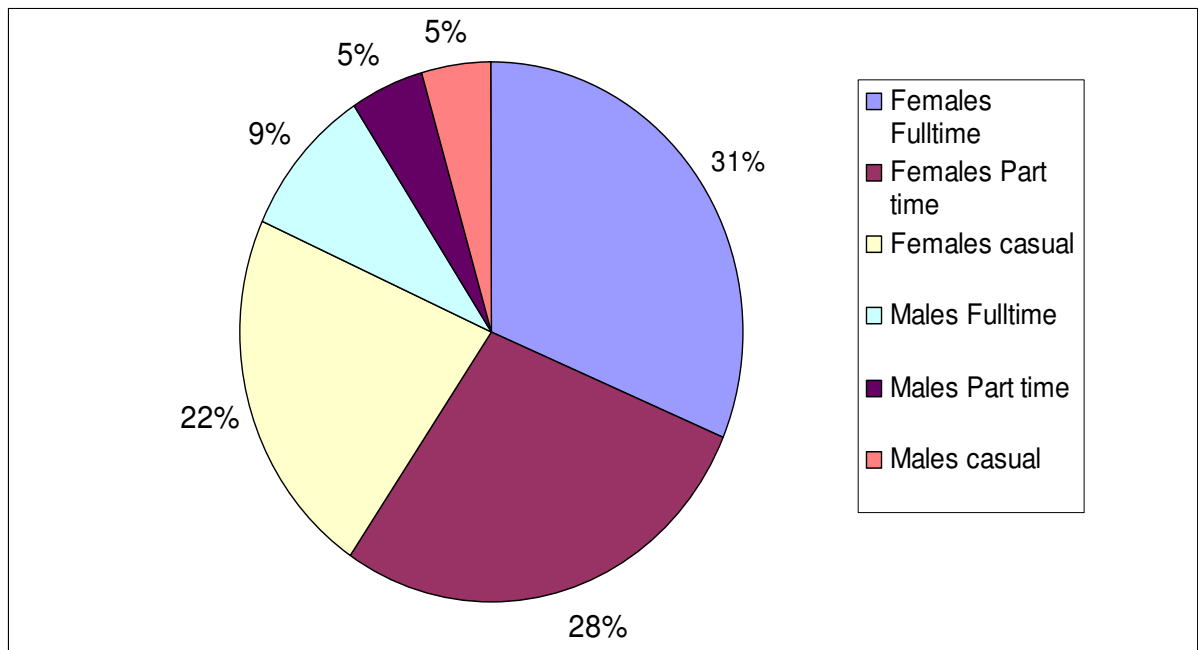
Leadership Forums

The Senior Management Team along with Board members, Operations Managers, Team Leaders and Coordinators from across the Territory engaged in two Leadership Forums over the twelve month period. Leadership Forums provided the opportunity to reflect on our work and proactively consider the future direction of Anglicare NT. These Forums marked the beginning of the process of developing our Strategic Plan 2009-2012.

Anglicare NT’s Paid Workforce

As at 30 June, 2009 Anglicare NT had 153 paid staff across the Territory. This figure consisted of 62 full time staff, 50 part time staff and 41 casual staff. Anglicare NT’s paid employment pattern and gender distribution is represented below in Figure 1.

Figure 1: Anglicare NT’s Employment Pattern June, 2009



As at 30 June, 2009 44% of Anglicare NT workforce was aged between 40 and 54 years. Figure 2 below illustrates the age profile of the organization. As can be observed in Figure 3, 82% of the workforce at Anglicare NT is female.

Figure 2: Anglicare NT's Employee Age Profile June, 2009

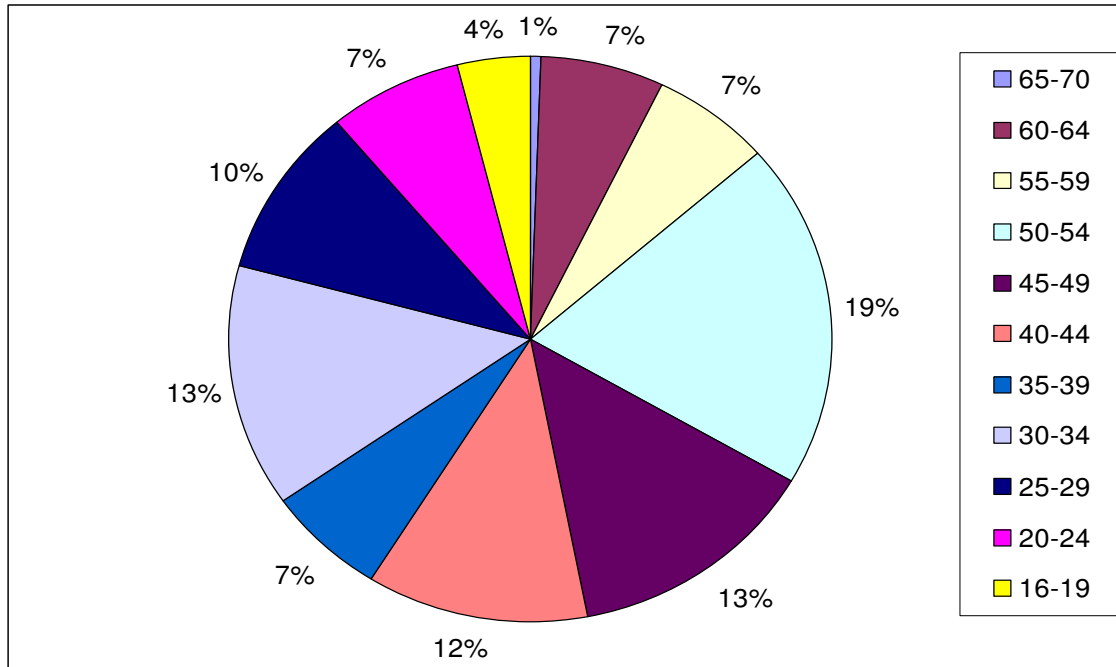
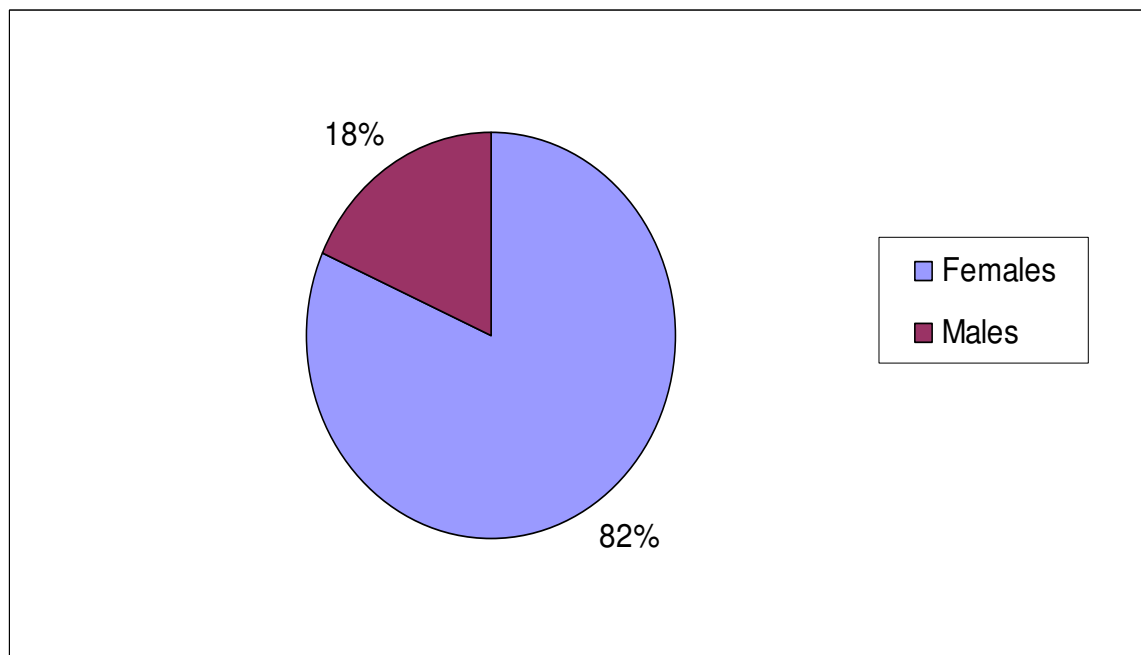
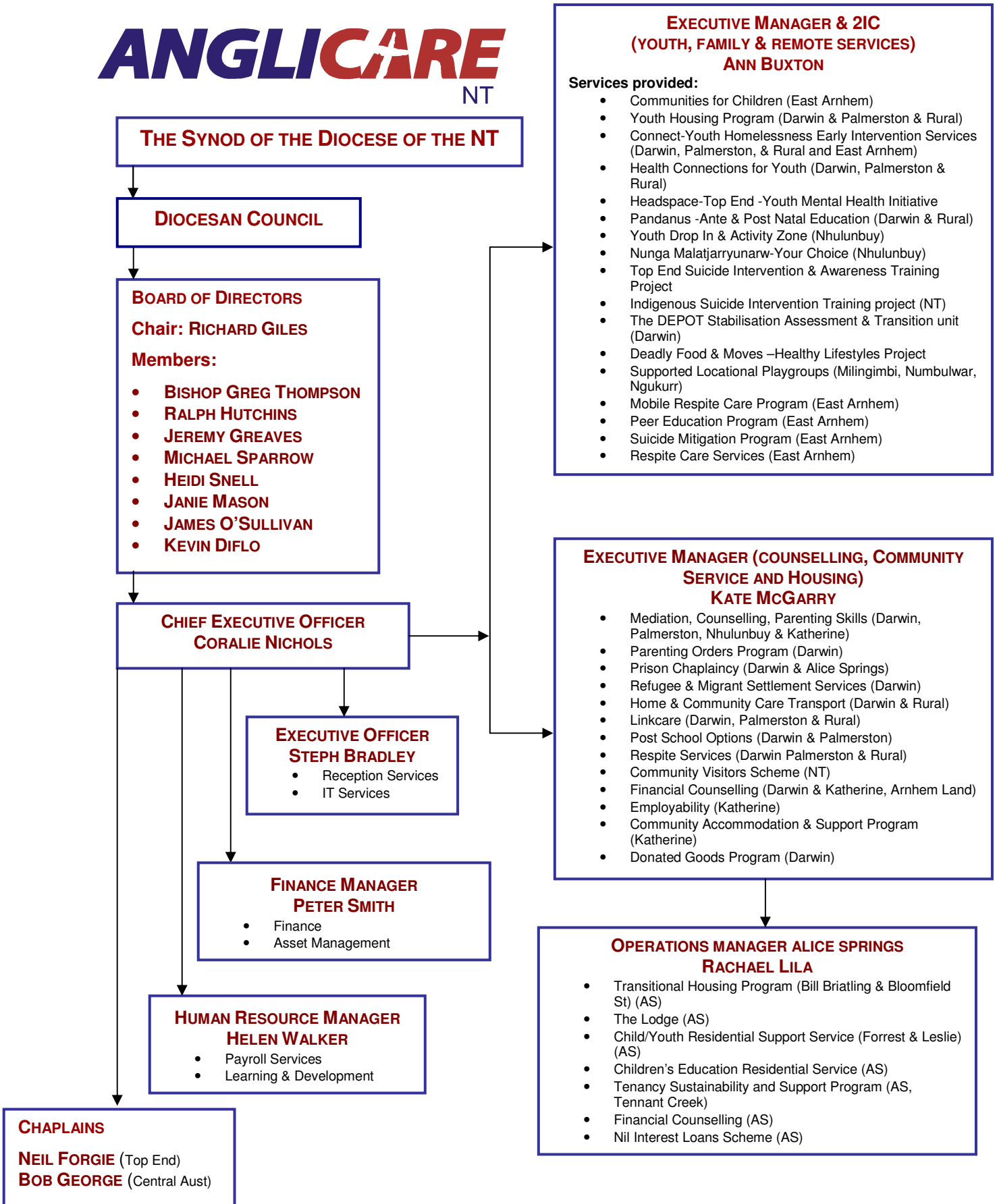


Figure 3: Anglicare NT's Gender Profile June, 2009



9. ORGANISATIONAL CHART



Anglicare NT is a multidisciplinary service delivery agency, providing innovative and culturally sensitive responses to community need. Currently we have offices in Alice Springs, Katherine, Darwin, Parap, Wanguri, Palmerston, and East Arnhem. Services and community development activities are provided to diverse urban, rural, regional, and remote communities across the NT.

10. PARTNERS & FUNDING BODIES

Government

- Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- Australian Government Department of Education Employment & Workplace Relations (DEEWR)
- Australian Government Department of Health and Ageing
- Australian Government Department of Immigration and Citizenship (DIAC)
- Australian Government Aboriginal Hostels Limited (AHL)
- Australian Government Indigenous Coordination Centre (ICC)

- NT Government Department of Health and Families
- NT Government Department of Justice (Community Benefit Fund)
- NT Government Department of Local Government and Housing
- NT Government Department of Justice

Corporate

- National Australia Bank
- Headspace - National Youth Mental Health Foundation

Consortiums/Service Partners

- General Practice Network of the Northern Territory
- Danila Dilba Health Service
- NT Health and Families – Mental Health Division
- Relationships Australia NT
- Tangengyere Council
- Yothu Yindi Foundation
- ARDS (Aboriginal Resource Development Service)
- NT Christian Schools

Parishes

- Church of the Ascension, Alice Springs
- St Peter's Anglican Church, Nightcliff
- Christ Church Cathedral, Darwin
- Fred's Pass The Church of the Good Shepherd, Bees Creek
- St Paul's Anglican Church, Katherine

ANGLICARE NT

East Arnhem Land
Darwin
Alice Springs
Tennant Creek
Palmerston
Katherine

Communities for Children			•			
Community Visitors Scheme	•	•		•	•	•
Connect Program		•	•		•	
Court Support Program		•				
Deadly Moves & Food	•	•				
Donated Goods Program		•	•			
Emergency Financial Assistance	•	•	•	•	•	
Employability Program				•		
Family Dispute Resolution Service		•	•		•	
Financial Counselling	•	•	•	•	•	
HACC Transport		•			•	
Headspace		•				
Linkcare		•			•	
Locational Supported Playgroups		•				
Nil Interest Loan Scheme	•					
Pandanus Program		•	•			
Parenting Orders Program	•	•	•			
Prison Chaplaincy	•	•				
Refugee & Migrant Services					•	
Respite Services		•	•		•	
Suicide Intervention & Awareness Programs		•	•		•	
Supported Accommodation				•		
Tenancy support	•					
Transitional Housing	•					
Youth Drop In			•			
Youth Housing	•	•			•	

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