

# Annual Report

## 2012-13





## Anglicare NT new logo

We have now launched our new logo and tag line. Its colours resonate with the Territory, and the image around our name represents the individuals, families and communities with whom we work. The feel of the logo is local, dynamic and modern.

Staff and board members have identified words that connect their own values and the organisation's values. The three words - *respect*, *fairness* and *community* - have been identified as strong words that represent the organisation and its work.

## 2012/2013 Anglicare NT Annual Report

Photography: Greg Stehle and other Anglicare NT staff.

Graphic Design: Greg Stehle

We acknowledge the Aboriginal and Torres Strait Islander people as the traditional owners of the land where we work, and we pay our respect to their history, their living culture and their elders past and present.

2012-13 Annual Report

ABN : 61 402 536

Head Office : 5 Namarluk Drive, Ludmilla NT 0820

Postal Address : P.O.Box 36506, Winnellie NT 0821

P: +61 8 8985 0000

W: [www.anglicare-nt.org.au](http://www.anglicare-nt.org.au)

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## Our Vision

A community of people empowered with the freedom to achieve happy and fulfilled lives, in which potential is realised through opportunity and choice, the vulnerable are protected, social justice is advanced and cultural difference is respected.

## Our Purpose

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

## Guiding Principles

- Our services are respectful and safe
- Staff and volunteers are valued
- Governance that is ethical and accountable
- Values align with the Anglican Church
- We recognise and respect the history and aspirations of Aboriginal peoples

## Chairman's Message

The past year has seen considerable transition and consolidation for Anglicare NT and the Board believes we are well-positioned to face future challenges and opportunities. The Board has directly addressed many priority areas of corporate governance, as it takes seriously its mandate to ensure the long-term viability of the organisation and focus on both 'doing the right things' and 'doing things right'. These major achievements include:

- Completing and implementing a structural review of the organisation utilising the local expertise of Price Waterhouse Coopers
- Engaging John Mero consultancy to complete a Governance Review, focussing on strategic issues and the function of our Board
- Developing a new Strategic Plan to take the organisation through to 2015. The new plan supports consolidation after a period of rapid growth and prioritises action in areas such as cultural competence, innovation and partnerships
- Recruiting a new CEO upon the resignation of Mr Ian Fisher, who returned to Victoria for family reasons after three Years
- Reviewing our Board reporting and monitoring of risk, work health safety and quality.
- Investing in improved infrastructure in information, communication and technology, quality accreditation and Human Resource Information Systems.
- Partnering with the Synod of the Anglican Diocese of the NT to work towards Anglicare NT becoming separately incorporated while retaining strong links with the Church.



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## Chairman's Message (continued)

While much has been achieved in the past 12 months, we believe we also have some major work to achieve in the next 12, particularly in relation to the pathway to incorporation, stronger systems, quality accreditation and developing assets to meet our longer-term requirements. We are fortunate to have such a strong, experienced and passionate CEO, Executive Management Team and staff, and on behalf of the Board I would like to express our deep appreciation.

This is my last report as Chair of Anglicare NT, having recently resigned to take up the post of Bishop of Newcastle. It has been an honour to be deeply connected to Anglicare NT off and on for over 20 years and to serve as Chair for the past four years. I pray every blessing on the future of this important work.



Right Reverend Greg Thompson

## Introducing the Board of Anglicare NT

(left to right) Jackie Pearse, Ralph Hutchins, Paul McDonald, Right Rev Bishop Greg Thompson (to October 2013), Richard Giles, Kevin Diflo (to June 2013), Janie Mason, MungLi Chee  
Not pictured: Rev Jeremy Pearce (Jan-April 2013)



# Tribute

*A thank you to outgoing Chair Bishop Greg Thompson*

Bishop Greg Thompson, who is leaving the NT to become the bishop of Newcastle, has not only provided great leadership to the NT's Anglican community.

At a time when religion itself has come under increasingly critical scrutiny, Greg's work in the Territory has helped to demonstrate the ongoing relevance of the Anglican church.

The foundations of Greg's life-long commitment to the values of Anglicare NT were laid down in Darwin. He arrived in 1979 to work with young people through the Duke of Edinburgh Award and the Scripture Union. Greg's work with young petrol sniffers grounded him in the profound challenges that still face the Territory's indigenous community as it finds its balance between two worlds.

***"Greg has helped build Anglicare NT into one of the Territory's most respected community service providers and provided direction and inspiration to the organisation and its staff,"***

Anglicare NT  
Deputy Chairman  
Richard Giles



Greg moved to Melbourne in 1984 to study for the priesthood. Later he was ordained as a deacon and then as a priest at St Paul's Cathedral and worked with the Mission of St James and St John.

He returned to Darwin in 1988 as a parish priest, established a care ministry at St James, became President of the NT Council of Social Services 1992-93, established Darwin Marriage Education and helped establish Anglicare NT.

In 1994 he moved to Sydney, where he fulfilled various positions and became an outspoken advocate for rural communities.

In 1999 Greg took up a position at St John's Darlinghurst/Kings Cross, with its large parish-based community services – including a legal centre, counselling, and a five night per week drop-in centre called Rough Edges.

Greg was also the chaplain to the medically supervised injection room, and was living on the church site between St Vincent Hospital and Darlinghurst Fire Station.

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## Tribute (continued)

After several years as Rector of historic pioneer church St John's Canberra and further involvement with community services between 2004 and 2007, Greg was elected as the fifth Bishop of the Northern Territory and consecrated on 31 May 07.

Greg has exercised various international and national roles with the Anglican Church in the NT – through General Synod; as Chair of Long Service Leave Fund; member of the Standing Committee; member of the Aboriginal and Torres Strait Islander Ministry Task Group; as member of the National Home Mission Fund; executive member of the Council of Churches of East Asia.

In the Northern Territory he has been President of the NT Council of Churches and is currently the Chair of the NT Government Ministerial Advisory Committee on Business.



***“Over many decades he has forged strong relationships with Aboriginal people based on a knowledge and understanding of their culture that has become integral to his work. In a time of great political change, he has been a consistent and passionate advocate for their rights.”***

In Greg's time, Anglicare NT has become one of the leading deliverers of community services in the NT.

“Anglicare NT is now in a position where it's governed well, and delivers services in areas where it has developed expertise and knowledge,” said Richard Giles.

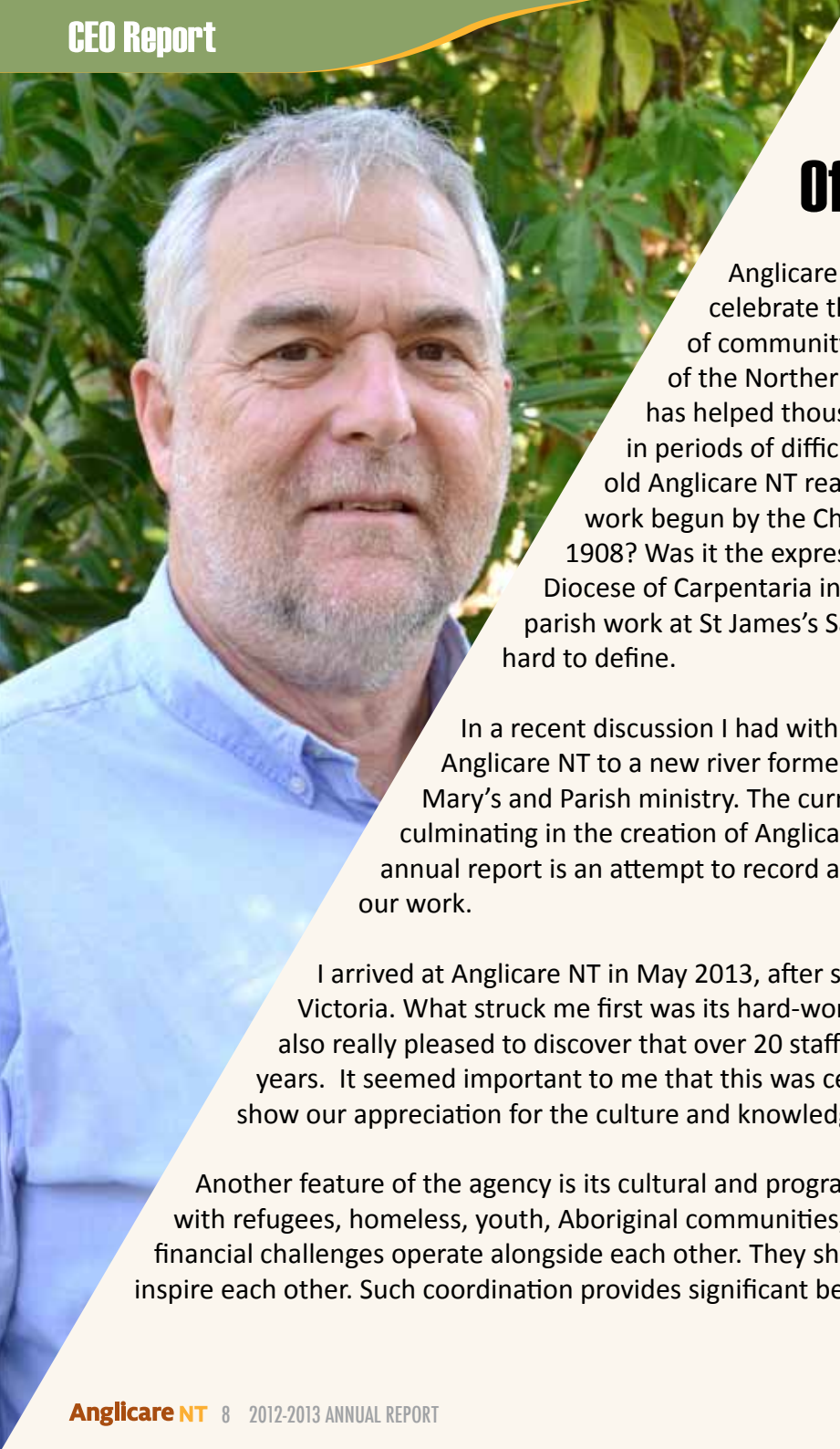
“It delivers them in a way that is consistent with its mission, that people may experience life in its fullness. A lot of the changes that have made this possible Greg has either initiated or shepherded through.

“Over many decades he has forged strong relationships with Aboriginal people based on a knowledge and understanding of their culture that has become integral to his work.

“In a time of great political change, he has been a consistent and passionate advocate for their rights.”



# Chief Executive Officer's Report



Anglicare NT will celebrate 25 years in 2014. We will celebrate the beginning of a truly NT-wide expression of community services, initiated by the Anglican Diocese of the Northern Territory in 1989. In that time the agency has helped thousands of families and individuals, mostly in periods of difficulty. In reality, it is hard to determine how old Anglicare NT really is. Did it begin with the first community work begun by the Church Missionary Society in Roper River in 1908? Was it the expression of St Mary's Dormitory begun by the Diocese of Carpentaria in 1948 in Alice Springs, or was it the early parish work at St James's Sanderson in 1983? Beginnings are often hard to define.

In a recent discussion I had with Bishop Greg Thompson he likened Anglicare NT to a new river formed from the three tributaries of CMS, St Mary's and Parish ministry. The current work and the professional effort culminating in the creation of Anglicare NT is certainly worth celebrating. This annual report is an attempt to record and celebrate the stories of the past year of our work.

I arrived at Anglicare NT in May 2013, after six years as CEO of St Luke's Anglicare in Victoria. What struck me first was its hard-working, passionate, values-driven staff. I was also really pleased to discover that over 20 staff had been working here for more than 10 years. It seemed important to me that this was celebrated and we formed the '10+' club to show our appreciation for the culture and knowledge carried by these staff.

Another feature of the agency is its cultural and programmatic diversity. Programs that work with refugees, homeless, youth, Aboriginal communities, people with disabilities and people with financial challenges operate alongside each other. They share knowledge, co-ordinate services and inspire each other. Such coordination provides significant benefits for the community and clients.



## CEO Report (continued)

When I began to meet with government and partner agencies I also learnt that Anglicare NT is respected and trusted. It is seen to be reliable, honest and fair. Aboriginal and Torres Strait Island staff told me it is culturally safe and sensitive and is a good place to work. This is significant. We have a strong foundation upon which to build.

There are large challenges facing many families and communities in the NT. These challenges cannot be solved by more services alone or by services working in isolation from each other. Partnerships across the service system, partnerships between business, government and community, and partnerships between Aboriginal and Torres Strait Islander organisations and mainstream organisations are critical to addressing deeply entrenched social issues of poverty, alienation, violence, neglect and abuse. Anglicare NT is well-positioned and committed to carry out this work.



David Pugh  
Chief Executive Officer

## Introducing the Executive Management Team



**Ann Buxton**  
Deputy CEO



**Dean Fraser**  
Business  
Development  
Manager



**Terry Cleary**  
Executive Manager  
Community Care  
& Access



**Kate McGarry**  
Executive Manager  
Counselling & Social  
Inclusion



**Steve Rossingh**  
Executive Manager  
Corporate Services

# Summary of Services

## Children’s Services

Communities for Children

Locational Playgroup

HIPPY

## Youth and Family Services

Reconnect Early Intervention

Youth Accommodation and Support

Youth Housing Options

Emergency Relief

Perinatal Care

Health Connections For Youth

Youth Activity

Youth Diversion

## Services for Seniors

Meals on Wheels

Home Support

LinkCare Culturally and Linguistically Diverse Support

HACC Transport

Community Visitors Scheme

## Disability and Carer Support Services

Community Access and Respite

Mobile Respite

Employability

Home Support

Carer Respite Support

Young Carer Respite

Mental Health Carer Respite

Individual Support

## Financial Literacy, Advocacy and Microfinance services

Financial Counselling

No Interest Loans Scheme

StepUp Loans

Saver Plus Matched Savings Scheme

Gambling Related Financial Counselling

Indigenous Money Mentor

Alice Springs	Palmerston	Katherine	East Arnhem	Darwin	Other Remote
●			●		●
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## Summary of Services (continued)

## Mental Health and Wellbeing Services

Headspace Darwin		●			●	●
Headspace National School Support	●	●	●	●	●	●
Top End Suicide Intervention Skills Training		●		●	●	●
StandBy Postvention		●	●	●	●	●

## Housing and Homelessness Services

Family Accommodation and Support			●			
Tenancy Support and Sustainability	●				●	
Transitional Housing Program	●					
A Place to Call Home	●				●	
Garaworra Managed Accommodation					●	
OutCare Transitional Housing	●					

## Social Enterprises

ReStore OpShop

## Counselling and Mediation services

Victims of Crime Counselling	●	●	●	●	●	●
'For the Kids' - Parenting Orders					●	
Family Mediation				●	●	
General Mediation				●	●	
Family Relationships Counselling				●	●	
General Counselling				●	●	

## Out of Home Care Services

Alternative Residential Care	●	■	●	■	●	■
Alternative Care Brokered Support	■	■	■	■	●	■
Family Group Homes	●	■	●	■	■	■
Moving On Aftercare	●	●	●	●	●	●

## Community Engagement Services

Refugee and Migrant Support		●			●	
Prison Chaplaincy	●				●	
Y-Change Youth Binge Drinking		●				
Indigenous Youth Engagement		●				
Volunteer Program	●	●	●	●	●	●

# Many of our new initiatives centred on young people.....



The Y-Change, Palmerston Binge Drinking Education Project works with a youth reference group to raise awareness of the implications of binge drinking among young people, parents and service providers. One hundred young people took part in a very successful youth forum convened to develop social media messages about binge drinking, while 60 youth workers, educators and policy makers attended an education forum on the same subject in Darwin.

*The messages from experts were clear: binge drinking in young people is a community problem. It's not just about young people's behaviour. As a community, we have to think about the supply and availability of alcohol, its health and social ramifications, and what messages and role modelling about alcohol consumption adults are providing to young people.*







Funded through the Headspace Youth Mental Health Foundation, the service has been operating for five years. It focusses on early intervention and prevention, and increasing awareness of young people's mental health and wellbeing. A number of other specialist services are co-located at the Headspace site in Palmerston, and young people actively participate in the ongoing review and development of the service.

The foundation developed a project to capture the history and achievements of this national initiative, which is changing the face of how we support young people experiencing mental health challenges. Headspace Darwin was selected for a mini-documentary charting the history and success of one of Headspace's first 10 sites in Australia. The footage reveals how the centre has worked to include diverse groups of young people and how it has become a part of the local community.

*As a young person myself, finalising my study in Youth Work, I was required to complete work placement with a organisation of choice. I chose to apply for placement with Headspace Darwin due to having a very high interest of working with youth who have mental health difficulties.*

*When granted the opportunity to complete my placement with Headspace Darwin, I found the experience with this service both extremely welcoming and inviting, due to the professionalism of the staff.*

*All of the staff have great qualities and ensure you are welcomed and relaxed. I saw this not only with myself but with in-coming clients, and throughout meetings when clients needed to be discussed. I witnessed how the staff strive to 'walk along side the client' not just to be there for help or advice.*

*Beautiful service, beautiful people.*

- Rachel Craggs, Cert IV Youth Work

### Service Stories

The OutCare program is an exciting partnership with the NT Department of Corrections, and has already created good outcomes for clients. Adam Holme moved across from Youth Services to start up a new accommodation service that supports people as they leave prison in Alice Springs.

### Inside and Out - Jack's Story

Jack had spent a lot of his adult life in prison, and was more than ready to go straight when he put his hand up to join Anglicare NT's new Outcare program.

But a review of Jack's criminal record by Outcare's Adam Holme revealed a stumbling block that had repeatedly landed Jack behind bars. Despite being a mechanic by trade, Jack had no driver's licence.

Since he was a teenager Jack had been picked up driving without a licence time after time. The more it happened, the longer were the stints in prison that followed.



## Inside and Out - Jack's Story *(continued)*

These weren't Jack's only brushes with the law, but they were his most regular ones. And no-one had ever taken the trouble to find out why he still had no licence.

The right question by Adam revealed that Jack had no ID, and, in particular, no birth certificate. A conditioned distrust of authority and bureaucracy had discouraged him from doing anything about it.

Adam contacted Births, Deaths and Marriages in Victoria, which agreed to create a new birth certificate for Jack on the basis of three simple forms of ID. After two more phonecalls, Jack was ready to sit for his NT licence.

The process has boosted Jack's morale, but some of his best support is coming from housemates, who share a five-bedroom house.

"People often come out of jail to find their belongings gone and their lives in pieces," says Adam. "But these guys are pretty determined to make a go of it. They want to catch up with their families and see their kids growing up before it's too late.

"I'm often amazed by the level of support they give each other, even pushing each other to get work and keep looking for the jobs."

Now Jack is trying to set up his own small mechanic's business – and this time he'll be able to test-drive his clients' vehicles without being arrested.



### Goings on in Gove

Young people in Nhulunbuy and surrounds joined in Circus Week, now becoming an institution during the July school holiday. The region will also benefit from improved services for *Young Adults with Disabilities Leaving the School System* – a new service that began in January 2012. The new service will provide tailored individual and group services to young adults with significant disabilities who are leaving secondary school. The service is focussed on skills development, supported community access and participation in activities, with respite provided for carers who have regular work commitments or just need a break to sustain themselves in their critical roles.

**Pictured:**  
Circus Week in  
Gove held in July  
school holidays.





## Nhulunbuy Office Opening

Chairman Bishop Greg Thompson launched Anglicare NT's Strategic Plan in Nhulunbuy on 15 March 2013 as part of the office opening celebrations. About 100 people – staff, clients, service providers, community leaders and stakeholders – were present. This sent a strong message to regional centres that Anglicare NT is committed to fulfilling its mission of care, building community and advocacy in social justice issues across the NT.

The office opening was marked by a welcome to country, open house, displays and presentations and a barbecue community lunch. A smoking ceremony was conducted by community leader Whittiana Marika, who also spoke of the importance of Anglicare NT's 'two-ways' work in the region. MLA Lynne Walker outlined her vision for the region and acknowledged Anglicare NT's long-term presence and commitment.

A video of the opening can be viewed on Youtube at :

<http://youtu.be/MqXuzXvRxbY>



# Hearing Children's Voices

In 2012 we worked with the remote Aboriginal Community of Milingimbi to trial a community consultation process focussed on 'hearing children's voices', designed to make Milingimbi more 'child-friendly' and safer. Over a six-month period, project officers with *Hearing Children's Voices – the Milingimbi 'Community Plan for Children* worked with community leaders, playgroup staff, the school, the clinic, children and their families to capture the key messages children and adults want government planners and service providers to hear. The launch, attended by 300, involved children and their families, the making of an educative DVD about the process and a celebration of everyone's efforts.





# Darwin Youth Housing

*(Story of a young person, 19 years old)*

*Becoming homeless was really scary, because I didn't know how long I could stay in the house where I was living. It felt like my days were numbered, but I didn't know how long it was. Out of all the people in the household other than me, only one person wanted me to be in the house. The others would make fun and jokes at me about becoming homeless. They would say things like: "You're going to be on the streets soon," or "One day soon, you will find your junk and your animal on the street, which will be your new home."*

*Transport and money were a big issue, due to not having a job at the time. At that time I was living in the rural area, so I needed lifts into Palmerston for all the things I needed to do. One day I had to call one of the people who didn't want me in the house, because the person who did want me there was getting their car fixed so I couldn't ask that person. The person*

*told me: "No, find your own way home." I'd already missed the last bus to the rural area. I had no money for a taxi or hotel, so that was when I spent my first night alone in Palmerston. I went to one of the suburbs in Palmerston and slept in a tunnel. The next day I spent the last of my money on food. I only had \$5 left on my basic card, so the food that I bought had to last me the whole long weekend.*

*On Sunday afternoon I found \$1, which felt like the best thing because it was my ticket on the bus home. The first time I was homeless was three days, and then after that I was two weeks on the street. After the three days I spent homeless I packed my bag, thinking it was going to happen again, which it did. That's when I had enough, which is around the time I started working. Working meant I had money, but I knew that I had to find somewhere to live because the people in the house were at the point where they were taking action to get rid of me. This is when I went to my case worker at Anglicare and told her what was going on. She did the best she could to help me.*

*I've been living in Anglicare housing for about two months now. I find that the housing program is good because*

***I like the way I can meet my case worker halfway and she does the same for me.***



*you can do everything you would in a normal rental house. As well as that, no one can tell that you live in an Anglicare house unless you say something. I find it easy to live in the house because you have to do everything yourself unless you ask for help. There are rules in the house, but I find them easy to follow. The rules are there to ensure you and your roommates are safe and stay out of trouble.*

*The case worker I have is always making sure I try to do my best with the task at hand. I like the way I can meet my case worker halfway and she does the same for me.*

# National Recognition

Through the East Arnhem Communities for Children initiative, Anglicare NT developed the **PALS Program and Resource Kit (PALS)**, a unique, culturally sensitive conversational tool and learning program developed over eight years, combining evidence-based brain science and effective early childhood practices with traditional Aboriginal cultural knowledge.

In September 2013, PALS was one of five recipients of the national NAPCAN *Play Your Part Awards* (under the Outstanding Prevention Initiative). The PALS team received the award from NT Children's Commissioner Howard Bath at the NAPCAN Child Protection Week breakfast in the Darwin Convention Centre.

PALS also received an award for excellence at the 2013 Anglicare Australia conference in Brisbane in September 2013.

More info on the website below:

[http://www.anglicare.asn.au/site/2013\\_awards.php](http://www.anglicare.asn.au/site/2013_awards.php)



Throughout the life of the East Arnhem Communities for Children (EAC4C) initiative (10 years) we have recognised the need to promote good practice and provide learning opportunities for community leaders, program staff and policymakers who work in the region. Every two years we hold the **We Grow Them Up Learning Festival**; in 2012 we brought together 180 men and women at the Darwin Convention Centre from across this region and other areas of the NT and Australia.

The festival showcased community-based initiatives and new resources in the areas of early childhood, children services, family support and community-building. It received an honourable mention in the Innovation category at the 2013 Anglicare Australia Awards.





# Language-based Suicide Intervention Training Tools

In November 2012, four experienced trainers in the *Applied Suicide Intervention Skills Training* (ASIST) course – Michelle Parker, Gavin Coehn, Wayalwanga Marika and Nerida Smith - delivered a well-received presentation at the Suicide Prevention Australia biennial national conference. Their subject was the development of innovative low-cost, language-based suicide intervention training resources for use in remote Aboriginal communities in the East Arnhem region. This work is generating considerable national interest. The ASIST program is evidence-based and has proved highly transferrable across diverse cultures, but needed an injection of creative thinking to develop training tools that met regional training needs.



### Service Closures

A change of government was effected in August 2012, and Anglicare NT was notified of program cuts and reduced funding levels in December. Funding cuts affected many organisations and peak bodies in the Northern Territory. We kept these services going until June 2013, but with no other secure funding source identified, these services have now closed:

- **Health Connections for Youth ( HCY )** had been operating since 1992. This small-scale non-clinical case management service has helped thousands of high-risk young people with complex needs access mainstream and specialist health and wellbeing services. HCY has also undertaken educative group work in schools and worked with services to improve their capacity to engage young people at risk of a poor health profile. Over the years HCY client advocacy and strategic work with the service system to identify gaps has seeded our efforts to develop youth-friendly childbirth education, suicide intervention training and youth mental health services.
- The **Youth Drop In and Activity Zone** had been operating in the Gove Peninsula for more than 10 years. This critical linkage service has provided innovative group work activities, drop-in sessions, school holiday activities and key community events for young people. The service has run everything from circus workshops, community garden courses for disengaged young men, boys' cooking classes and girls' self-defence classes to regional youth forums for 250 young people and talent quests with 400 participants. For an isolated small regional centre in East Arnhem Land, this service was important. It was one of the few youth services based on a culturally inclusive model committed to bringing together Yolngu and Balanda (non-Indigenous) young people.
- **Financial Counselling** (Darwin). With the high cost of living and accommodation, financial counselling services are always in demand. This service provided direct financial counselling assistance to clients to help with debt advocacy and management, the threat of bankruptcy and budgeting challenges.

# Our Influence

Anglicare NT is committed to providing quality services to clients. We also understand that values-based community service organisations have an obligation to contribute to planning, debate and research on what sometimes appear to be intransigent social issues. We must also find creative ways to support people in shaping their own destiny and dealing with issues which affect them.

Our work on “the big picture” this year included a significant contribution to the biennial NT Homelessness Summit, convened by NT Shelter in November 2012. We provided sponsorship, an information stall, and contributed to the organising working party. Operations Manager Michelle Parker facilitated the pre-summit homelessness sector forum, Alice Springs Tenancy Support staff presented a case study, and the Deputy CEO presented a session on integrated service delivery. High rates of homelessness persist in the NT, compounded by increasing cost of living, rental costs, disturbing rates of domestic violence, substance abuse, child abuse and neglect.



Anglicare NT was pleased to be involved with the Menzies School of Health's *Two Way Approaches Quality Research Project*, which is documenting promising service delivery practices focussed on working with Aboriginal families. The emerging bi-cultural model used for the Family Skills Facilitator Service, developed through the East Arnhem Communities for Children initiative, has been selected for review. This bi-cultural model combines deep cultural and kinship knowledge with professional case management, using a respectful dual worker approach.



Anglicare Australia's *Rental Affordability Snapshot* is an annual project surveying the affordability of rental properties for people living on a low income in Australia in each State/Territory. Anglicare NT contributed to the data collection process to ensure

a national picture. There was substantial national and local media interest, with a radio interview on the issue of homelessness rates and housing affordability in the NT. The *Snapshot* reinforces the need for policy interventions to address the decreasing affordability.



The *Couch Surfing - Taking it to the Streets* event held in April saw the best of the best race their decorated couches, highlighting the fact that 46 per cent of homeless people in Australia are under 25. The *National Youth Homelessness Matters Day* occurs annually as part of National Youth Week. Anglicare NT teamed up with local young people and services to raise awareness of youth homelessness in the NT. Young people who are or have been homeless have hopes, dreams and stories to tell, and we want them to know their voices are important. Darwin City Council Mayor Katrina Fong Lim launched the Youth Homelessness Matters Day and acknowledged the importance of the couch surfing event.







As lead agency of Headspace Darwin, Anglicare NT agreed to host two staff from the national Headspace Youth Mental Health Foundation to implement the *headspace National School Support Project*. This project resources NT schools to strengthen suicide prevention measures, as well as postvention responses in the tragic aftermath of suicides. With high suicide rates among young people, this is a critical area of work and we are pleased to support such a project.

The *Youth Action Plan for Gove Peninsula* brings together interested community organisations, government departments, parents and young people to improve coordination of services, increase opportunities for young people from the Gove Peninsula region and strengthen our responses to suicide, substance abuse and food security issues.

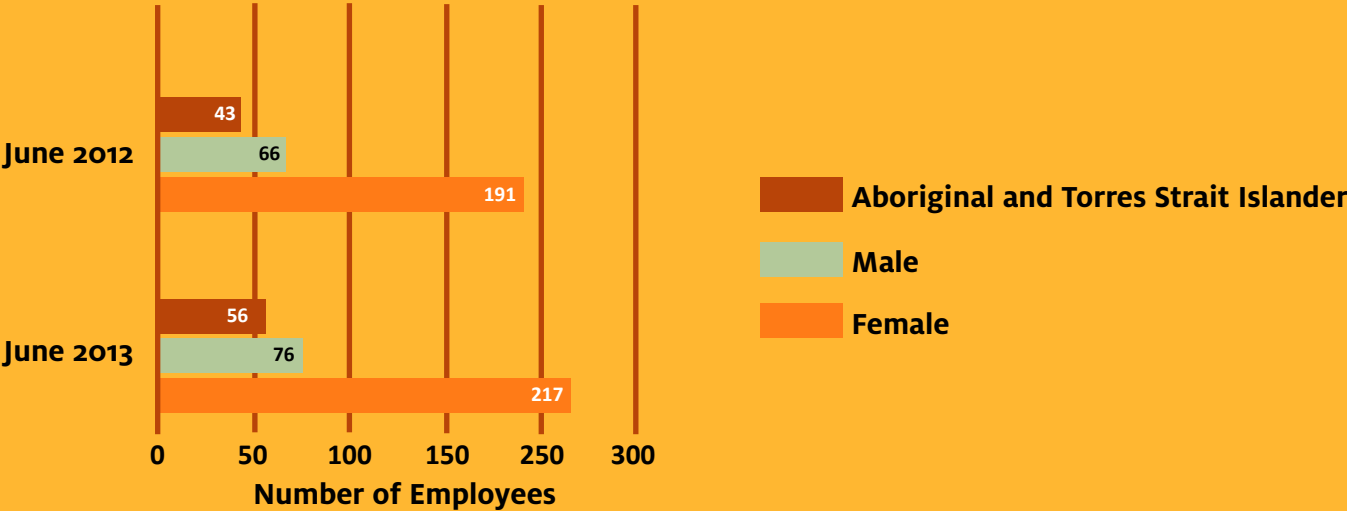


# Our Staff

Our operational management team has provided strong leadership and ensured we provided effective and quality services throughout the year. It has been a busy and challenging period, with expectations high from clients and the community and the resources often scarce. Thank you to our managers, who have, without exception, performed their roles with diligence and integrity.

With a staff establishment now approaching 300, it has been important to check how we have been going as an organisation. In September 2012 we were pleased to distribute a ‘report card’ derived from a staff climate survey that indicated high levels of satisfaction across the organisation. The Executive and Management teams are working to improve our internal communication and address the core messages received from staff and volunteers. What is pleasing to know is that we certainly are on track and our staff can be justifiably proud of the work they do and the organisation they work for.

## Staff Profile



## Senior Staff Changes

Anglicare NT has a rich and deep history of providing quality services throughout the Northern Territory. This work continues as we grow and change. It's important we celebrate not only our growth and the exciting new services and interaction it brings, but the day-to-day work our staff and volunteers undertake.

This year we farewelled CEO Ian Fisher and Finance Manager Peter Smith and welcomed Executive Manager Corporate Services Steve Rossingh. Deputy CEO Ann Buxton was acting CEO from January to May 2013. We welcomed new Community Care and Access Executive Manager Terry Cleary in March 2013, and David Pugh started as the new CEO of Anglicare NT in May 2013. Counselling and Social Inclusion Executive Manager Kate McGarry and Business Development Manager Dean Fraser continued their amazing efforts throughout the period.

It is good to reflect on what has been achieved to date and look to the year ahead. In our busyness this may be difficult, but it helps us keep a healthy perspective on our work and the never-ending tasks on the 'to do' list. As always, we need to balance our responses to urgent everyday demands with gaining traction with more complex actions that will improve our systems, structures and organisational functionality.

***Not only is their work often challenging, but it is undertaken in challenging conditions. In the 2012-2013 period, the heat stayed with us throughout the year. Those of us in the Top End missed our usual wet season and the cooler periods and sense of lightening it brings; staff in Alice Springs endured a record-breaking heatwave and Katherine staff had extra heat, humidity and lower rainfall to contend with. This may sound like the start of a weather report, but the reality is that climate is a driving factor in our lifestyles and work practices in the Northern Territory, affecting how and when we deliver services and on our overall health and wellbeing and that of our clients and stakeholders and the communities in which we work.***







## People and Learning

Anglicare NT continued to grow over the 2012-13 year, with a total headcount of 293 at the end of the period. Our workforce consists of 47 per cent full-time, 17 per cent part-time and 35 percent casual staff. Half (50 per cent) of our employees are based in the Darwin/Palmerston region, with 13 per cent based in Katherine (a three per cent increase from 2011-12), 13 per cent in East Arnhem and 24 per cent in Alice Springs (six per cent increase from 2011-12).







Interestingly, our gender statistics have not changed from the previous financial year 2011-12: 74 per cent female and 26 per cent male. We have increased our number of staff identifying as Aboriginal or Torres Strait Islander by two per cent , totalling 19 per cent as at June 2013.



## Staff By Location by Employment type, June 2013

Location	Full-time	Part-time	Casual	Total
Ludmilla	50	15	20	85
East Arnhem	6	6	27	39
Katherine	8	5	25	38
Alice Springs	39	10	21	70
Parap	8	2	1	11
Palmerston	11	4		15
Wanguri	17	9	9	35
Total June 2013	139 (47%)	51 (17%)	103 (35%)	293
Total June 2012	136	48	73	257

## EEO Statistics

	June 2013	% of total staff	June 2012	% of total staff
Female	217	74%	191	74%
Male	76	26%	66	26%
Aboriginal and Torres Strait Islander	56	19%	43	17%

During 2012- 2013, our focus has been on improving our people systems and processes. Some of the key achievements for this period include:

- The Anglicare NT Staff Survey was conducted during this period, with predominately positive results, and some areas calling for focussed improvement. The summary results showed that:
  - we like working for Anglicare because of its values and the work that it does
  - generally we like the people we work with and seeing our clients benefit from our efforts
  - conditions such as flexible work arrangements, leave, etc are good but could be improved, and
  - our resources, infrastructure and internal services/systems need some improvement.
- In April 2013 we commenced the journey to introduce Anglicare NT's Human Resource Information System (HRIS), which includes key functions for rostering, time sheeting and employee self service
- Through our induction programs, new staff were introduced to our new Anglicare NT Strategic Plan, including information on our values, code of conduct and how individuals can contribute to our activities and direction generally

## Staff Safety & Wellbeing

Our safety awareness continues to grow, and there were a number of key safety improvements. With support from the WHS Coordinator and WHS committee members, our staff and workplaces have been contributing to our regular WHS systems maintenance. Compliance monitoring of workplace inspections, electrical testing and tagging, emergency systems checks, evacuation procedures and drills and hazardous substance management continued to be areas of focus for our various workplaces.

- Over 2012-13, 203 Anglicare NT staff attended WHS training courses including *Incident Reporting, Safety In The Workplace and Manual Handling*, delivered by the WHS Coordinator
- Loss time injuries decreased by half in 2012/2013, with a range of prevention activities occurring during this period. These included redeveloping the incident reporting process and the monitoring and review of previous incidents and hazards
- Anglicare NT conducted its first workplace influenza vaccination programme in Darwin, Alice Springs and Katherine in May 2013 with a total of 73 staff participating. Nhulunbuy staff also received free flu vaccinations from their local medical centre
- There has been an increase in the number of Anglicare NT Fire Wardens, First Aid Officers and WHS Committee representatives in various workplaces in order to increase WHS awareness and accessibility of resources to all staff across our entire organisation.



# Finance Report

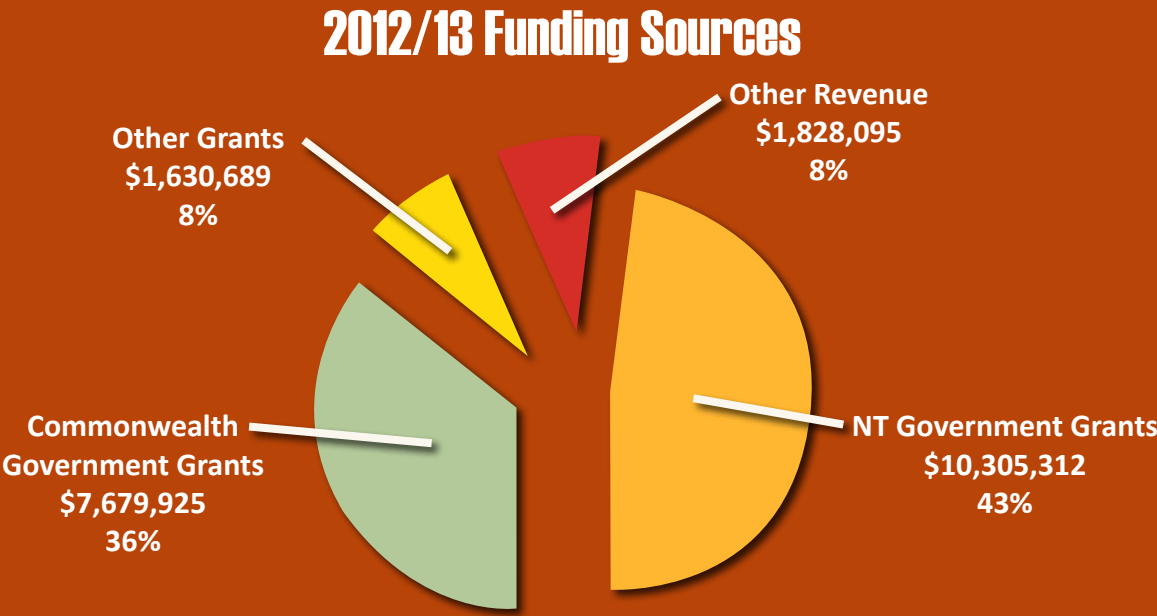
The 2012/13 financial year saw some major changes in the way in which the Finance function is managed. The Finance Manager position was replaced by a new Corporate Services Manager position with responsibility for all corporate functions including Finance, Human Resources including Work Health and Safety, Information Communication and Technology, Assets, Fleet and Facilities.

The audit process went smoothly and the only significant recommendation made by our auditors was that we need to develop a comprehensive accounting manual. This recommendation will be carried out in the 2013/14 financial year.

Highlights of Annual Financial Statements include:

- The auditor’s report is unqualified;
- Comprehensive income (profit) was \$555,956;
- Equity increased by the same amount (9.72%);
- Revenue increased by \$2,064,018 (10.65%)

In addition, the grants received in advance balance reduced by \$622,591 or 12% over the year.





# Statement of Financial Position

	2013 (\$)	2012 (\$)
<b>Current assets</b>		
Cash assets	679,155	672,287
Trade and other receivables	605,415	792,086
Other financial assets	11,249,937	11,389,609
<b>Total current assets</b>	<b>12,534,507</b>	<b>12,853,982</b>
<b>Non-current assets</b>		
Property, plant and equipment	1,424,839	1,351,617
<b>Total non-current assets</b>	<b>1,424,839</b>	<b>1,351,617</b>
<b>Total assets</b>	<b>13,959,346</b>	<b>14,205,599</b>
<b>Current liabilities</b>		
Bank overdraft	28,337	133,526
Trades and other payables	1,337,138	1,531,544
Grants received in advance	4,943,148	5,565,739
Provisions for leave	949,745	863,835
<b>Total current liabilities</b>	<b>7,258,368</b>	<b>8,094,644</b>
<b>Non-current liabilities</b>		
Provisions for leave	422,330	388,263
<b>Total non-current liabilities</b>	<b>422,330</b>	<b>388,263</b>
<b>Total liabilities</b>	<b>7,680,698</b>	<b>8,482,907</b>
<b>Net assets</b>	<b>6,278,648</b>	<b>5,722,692</b>
<b>Equity</b>		
Accumulated funds	5,252,835	4,730,174
Reserves	1,025,813	992,518
<b>Total equity</b>	<b>6,278,648</b>	<b>5,722,692</b>

# Statement of Comprehensive Income

	2013 (\$)	2012 (\$)
Revenue	21,147,339	18,932,973
Interest income	247,974	374,429
Other income	48,708	72,601
<b>Total income</b>	<b>21,444,021</b>	<b>19,380,003</b>
<b>Less expenses</b>		
Employee related expenses	13,488,234	11,277,086
Administrative expenses	1,371,832	1,432,499
Assets less than \$3,000	320,507	364,737
Client services expenses	607,955	609,691
Consultancy fees(brokerage)	1,499,847	1,881,819
Depreciation expense	428,549	384,267
Insurance	30,047	30,555
Motor Vehicle costs	452,566	378,983
Premises	1,768,011	1,462,207
Repairs and maintenance	305,086	412,779
Travelling expenses	615,431	645,833
<b>Total expenses</b>	<b>20,888,065</b>	<b>18,880,456</b>
<b>Surplus for the year</b>	<b>555,956</b>	<b>499,547</b>
Other comprehensive income for the year	-	-
<b>Total comprehensive income for the year</b>	<b>555,956</b>	<b>499,547</b>

# Auditors Letter



EdwardsMarshall

ANGLICARE NT

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF THE SYNOD OF THE DIOCESE OF THE NORTHERN TERRITORY INCORPORATED

## Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Anglicare NT (the 'association'), which comprises the statement of financial position as at 30 June 2013, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies, other explanatory information, and the Chair's Statement.

### *The Responsibility of the Board of Anglicare NT for the Financial Report*

The Board of Anglicare NT is responsible for the preparation of the financial report, that gives a true and fair view in accordance with the basis of preparation described in Note 1 to the financial statements which is appropriate to meet the requirements of the *Associations Act* and Regulations of the Northern Territory and is appropriate to meet the needs of the members. The Board's responsibility also includes such internal control as they determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

### *Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing the procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement to the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### *Independence*

In conducting our audit, we have complied with the independence requirements of the Australian professional ethical pronouncements.



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Edwards Marshall is an independent member of Nexia International, a worldwide network of independent accounting and consulting firms.



Level 3  
153 Flinders Street  
Adelaide SA 5000  
GPO Box 2163  
Adelaide SA 5001  
p +61 8 8139 1111  
f +61 8 8139 1101  
w [edwardsmarshall.com.au](http://edwardsmarshall.com.au)



# Auditors Letter

ANGLICARE NT

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF THE SYNOD OF THE DIOCESE OF THE NORTHERN TERRITORY INCORPORATED

## *Opinion*

In our opinion,

- i. the financial report gives a true and fair view, of the financial position of Anglicare NT as at 30 June 2013, and its financial performance and its cash flows for the year then ended in accordance with the accounting policies in Note 1 to the financial report and the *Associations Act* of the Northern Territory; and
- ii. proper accounting records and other records have been kept by Anglicare NT as required by the *Associations Act* of the Northern Territory.

We have obtained all of the information and explanations required from the Association.

## *Basis of Accounting*

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the Board of Anglicare NT to meet the requirements of the Associations Act and Regulations, the Synod of the Diocese of the Northern Territory Incorporated and the requirements under contracts entered into with various Commonwealth and Northern Territory Government Departments that provide funding to Anglicare NT. As a result, the financial report may not be suitable for another purpose.

A handwritten signature in blue ink, reading 'Edwards Marshall'.

Edwards Marshall  
Chartered Accountants

A handwritten signature in blue ink, reading 'Jamie Dreckow'.

Jamie Dreckow  
Partner

Adelaide  
South Australia

A copy of Anglicare NT's full audited statement and Auditor's report can be found on our website  
[www.anglicare-nt.org.au](http://www.anglicare-nt.org.au)



# Acknowledgement and Thanks

Anglicare NT is very fortunate to have the support of many generous individuals, businesses, community groups and charitable organisations.

Without this wonderful support, Anglicare NT would not be the leading organisation in human services that it is today. Contributions range from volunteers donating a few hours of their time to get involved with an event, through to substantial financial gifts by individuals, businesses and philanthropy.

The range of services offered by Anglicare NT and the sheer number of people touched by the work of our staff could not have grown as significantly as it has during the past year without such support.

Anglicare NT gratefully acknowledges the outstanding contributions made by our sponsors, donors and supporters.

## Get involved

The generosity and support of our community is crucial to the work we carry out. Anglicare NT knows that together we can make a difference. Everyone can help in some way. No matter what your capacity, we want to hear from you.

## Donations

Your financial support enables us to help build a brighter future for our clients and community. For more information or to make a donation, please contact: [anglicare@anglicare-nt.org.au](mailto:anglicare@anglicare-nt.org.au) or phone (08) 8985 0000.

## Volunteers

One of the best ways to contribute to the wellbeing of your community is to do exactly that, contribute. Anglicare NT has a number of rewarding volunteer initiatives in place awaiting your nurturing and passionate input. If you would like to volunteer, please contact [anglicare@anglicare-nt.org.au](mailto:anglicare@anglicare-nt.org.au) or phone (08) 8985 0000.

## Bequests

A bequest is a gift or donation made through a will. While the future financial stability of your family is of the utmost priority, a small percentage of your estate left to Anglicare NT would go a long way in assisting Anglicare NT to support the disadvantaged and vulnerable. Please consider Anglicare NT when you next update your will. To find out more information about our Bequest Program please contact: [anglicare@anglicare-nt.org.au](mailto:anglicare@anglicare-nt.org.au) or phone (08) 8985 0000.

## Work With Us

Anglicare NT is a great place to work. Bring your skill, commitment and creativity to an agency that supports you to make a real difference, every day. For more information about Anglicare NT, please call us on (08) 8985 0000, email our human resources department, or visit [www.anglicare-nt.org.au](http://www.anglicare-nt.org.au)

# Our Regional Offices

## Darwin

### Head Office and Administration Centre

Tel: 08- 8985 0000

Fax: 08- 8985 0001

Email: [anglicare@anglicare-nt.org.au](mailto:anglicare@anglicare-nt.org.au)

5 Nermaluk Drive, Ludmilla NT 0820

P.O Box 36506 Winnellie NT 0821

## Alice Springs

### Alice Springs Regional Office

Tel: 08 – 8951 8000

Fax: 08 – 8951 8016

Shop 10, Cinema Complex

Leichhardt Terrace Alice Springs NT 0870

PO Box 2579 Alice Springs NT 0871

## Katherine

### Katherine Regional Office

Tel: 08 – 8963 6100

Fax: 08 – 8963 6101

15 Third St, Katherine NT 0850

P.O Box 415 Katherine NT 0851

## Nhulunbuy

### East Arnhem Regional Office

Tel: 08 - 8939 3400

Fax: 08 - 8939 3488

Chesterfield Cct, Nhulunbuy NT 0880

P.O.Box 1791, Nhulunbuy NT 0881



General enquiries 08 8985 0000

e: [anglicare@anglicare-nt.org.au](mailto:anglicare@anglicare-nt.org.au)

[www.anglicare-nt.org.au](http://www.anglicare-nt.org.au)



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