



**ANGLICARE**  
NT

ANNUAL REPORT 2009 / 2010

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## A Message from ..... The Bishop & Chair of Board



**The Rt Rev Gregory Thompson  
Chairperson**

In 2009/2010 Anglicare Northern Territory (“ANT”) consolidated its position as a key provider of high quality social services in the Northern Territory. This consolidation has been possible due to the dedication and commitment of all Anglicare staff as they seek to live out the transformative Anglicare ethos and to treat all people with dignity, respect and Christian care. As Chairperson and as Bishop I am enormously grateful to the CEO Mr Ian Fisher, the Senior Management Team, the Board and all the staff and volunteers who are making a significant difference in people’s lives. I am pleased to report that the organisation is well placed to continue to serve the people of the Northern Territory and in the words of our mission *“To work in partnership with the community, families and individuals to promote the enrichment of relationships, fullness of life and social justice for all”*.

### Membership

Although the Board has enjoyed a relatively stable membership over the past year there have been some changes which should be noted.

In January 2010 I stepped into the role of Chairperson but tribute must be paid to Richard Giles who previously held this role for 3 years and who served tirelessly to achieve a stability through a difficult period. I am grateful that Richard agreed to be Deputy Chair and that he remains on the Board.

Michael Sparrow had been a long time Board member and had carefully steered the Board through the consolidation of Anglicare Top End and Anglicare Central Australia. Michael was farewelled in January when he resigned as Diocesan Registrar and his position was taken up by the new Diocesan Registrar Jackie Pearse.

The Very Reverend Jeremy Greaves also resigned from the Board after 4 years of service and his support and contribution to the Board and Anglicare-NT were greatly appreciated as was James O’Sullivan who recently resigned.

A significant management change occurred following the resignation of the previous CEO Coralie Nichols, the organisation was extremely fortunate to recruit Ian Fisher to this critical role. Ian came with an impressive experience in senior health care management and he has worked tirelessly to develop and implement improved practice and service delivery across this very diverse organisation. The Board were fortunate to have Ann Buxton act as CEO to ensure the change-over was smooth and there was no disruption to our services.

Peter Smith was recruited from Anglicare SA and joined the Senior Manager Management Team as Finance Manager and he has also brought both dedication and excellent skills to the organisation.

Kate McGarry was also promoted to Executive Manager, Counselling, Community Services and Housing and has achieved a significant growth in her programs during her first year in the role.

A final personnel change came with the retirement of the greatly respected Rev Neil Forgie who had been Anglicare Chaplain for the Top End region. Rev Fang Ling Liaw Quested has now taken over this role.

### Sub Committees

Two key sub committees have been established to advise and inform the Board and to help carry some of the workload between meetings.

The Audit and Risk Management Committee (“ARMC”) is Chaired by an independent chair Iain Summers and it meets at least 4 times a year. The main objective of the Committee is to assist the Board of Anglicare NT to discharge its responsibilities and to facilitate its decision-making. The ARMC does this by reviewing all

external and internal financial reports, and by monitoring and tracking organisational risk management and compliance. It also tracks any external programme performance evaluations to ensure that program delivery is in line with the contractual obligations imposed by funders. By undertaking these roles the Committee is then able to provide advice and make recommendations to the Anglicare Board.

The Policy, Research and Ethics Committee (“PREC”) the Chair of which is Janie Mason, has more recently been established. The key objectives of Committee are to provide information to assist the Board to establish policy positions and develop strategic objectives on social issues affecting disadvantaged people; to promote advocacy; to ensure consistent positions between ANT and the Anglican Diocese; to filter and consider any requests to undertake human research on ANT clients; and to assist the Board to address any emerging ethical issues.

### Strategic Plan

A key achievement of last year was the development and initial implementation of the 2009-2012 ANT Strategic Plan. The Plan was collaborated between the Anglican Diocese of the NT and ANT. The four primary strategic directions identified are:

1. Strengthening people through stages of life.
2. Enhancing capacity and wellbeing.
3. Developing strategic partnerships.
4. Being a sustained and respectful presence.

In 2009 / 2010 substantial progress was made in five strategic key areas identified by the Board as the most important to move the organisation forward. Progress is summarised below.

## Indigenous people

One of the major areas of need in the NT is closing the gap in health, education and welfare between Indigenous and Non Indigenous Territorians. In order to assist in achieving positive outcomes, it is critical that service provision is accessible and appropriate and that links with Indigenous organisations are strengthened. (I will comment further on this under the heading of Partnerships). Another aspect of this key area is advocacy. Both Anglicare and the Anglican Diocese try to provide an informed and prophetic voice about government responses and policies to the issues which are challenging Indigenous communities; issues such as homelessness, violence, the NT intervention and income quarantining. It is important that organisations who work at the grass roots and which see the lived out effects and implications of government policies on communities, talk about whether or not these are effective.

Anglicare is committed to increasing Indigenous employment across the organisation and was delighted when Rev Tom Slockee was appointed to the Board.

## Strengthening people

The staff of Anglicare work with people of all ages at times of vulnerability in their lives. The staff seek to provide services that strengthen people and communities in order to help them build resilience. A wide spectrum of programmes are now delivered and range from early intervention programmes for families with young children, playgroups and Communities For Children programmes across the Top End through to the provision of chaplaincy in hospitals and prisons, Refugee and Migrant Services, Community Visitors Schemes and extending through to enhanced services to ageing Territorians.

## Partnerships

The third key area is partnerships and these include partnerships between ANT and the Anglican Diocese. Anglicare has strengthened its partnership relationship with the Diocese and the parishes through a range of activities including the appointment of a Staff Chaplain, closer relationships with the parishes, including members of the Senior Management Team visiting and speaking to Parishes, through Op Shops and participation in Anglican Church activities. This has led to improved communication and interaction between the partners and currently each Parish is seeking to appoint an Anglicare liaison person who will promote Anglicare and its work and who will help identify potential volunteers and prayer partners.

Another example of a positive partnership which is one between ANT and the Community, is the Ngukurr Location Supported Playgroup which meets in the local Anglican Church and has great support from the Community, the Yugal Mangi Elders Council, the Indigenous Engagement Officer and the Roper Gulf Shire Staff. A further example was the recent signing of a Memorandum of Understanding (MOU) between ANT and the East Arnhem Shire Council. ANT employs over 30 staff in the East Arnhem region and delivers services such as Carer Respite, Child and Family Support Services, Youth Support, Counselling and Mediation, Suicide Intervention Training, Financial Counselling and many more. Such MOU's are important and help organisations collaborate in the delivery of services in remote and often challenging areas. Senior Anglicare Manager Ann Buxton was a driving force behind this MOU and is to be congratulated on its achievement. Another encouraging Partnership was formed between ANT and the National Bank of Australia ("NAB").

Anglicare delivers the No Interest Loan Scheme utilising NAB capital, to people who had little financial experience and a poor or absent credit history. The loans were frequently used to buy things such as fridges or a washing machine. This has been a wonderful partnership and the default rate on loans is lower than most financial institutions. The people who take out the loans gain knowledge of the financial sector, confidence, develop a positive credit history and slowly acquire the goods that can make their lives easier. Anglicare NT is grateful to NAB for partnering this initiative.

The final area which needs mention in terms of developing partnerships is that most new programs won by Anglicare have a significant component that requires or encourages ANT to form partnerships with other service providers. For example with the Communities for Children program in Alice Springs about half of the funding received from government is for brokering services to other organisations and generally this also involves establishing a partnership relationship often with an indigenous organisation.

Increasingly government is seeing Anglicare as a partner in social service provision but also a significant authority and advocate for the development and review of social services. The participation of ANT staff in Government Advisory Committees, making submissions to Inquiries on key areas such as Income Management and Child Protection Systems in the NT and also through ANT's active involvement in national bodies such as Anglicare Australia, Homelessness Australia and NTCOSS have all led to more productive relationships.

## Housing

Unsafe, inadequate, expensive or non-existent housing is a major challenge right across the Territory. There are large numbers of homeless people in Darwin, Palmerston, Katherine and in Alice Springs. Finding affordable housing is a constant challenge and people often live in unsanitary and overcrowded conditions. The difficulties are compounded by alcohol and drug abuse, a lack of mental health programmes and unemployment. ANT continues to advocate for improved housing and runs programmes such as the Tenancy Sustainability and Support Program in Alice Springs to help people who are at risk of eviction retain their public housing tenancy. ANT has also substantially increased its transitional and support housing accommodation program across the Territory and is now managing residents in 62 territory house / accommodation dwellings. Emergency relief, support services and case management are also strategies whereby Anglicare seeks to help in this area.

## Geography

The largest challenge in the Territory is services provision to remote areas such as the Alice Region, East Arnhem land and Groote Eylandt. Remote communities often have large unmet needs and Anglicare is committed to developing strategically placed social service hubs in Katherine, Tennant Creek, Alice Springs and consolidating services in Arnhem Land. The Board has also approved upgrades of vehicles and the IT system to ensure that travel and communication is enhanced.

## Property, Programmes and Tenders

There are around 500 Non Government Organisations operating across the Territory and these all compete for limited government funding. It is therefore extremely encouraging that throughout 2009/2010 Anglicare has successfully retained key programs and has won a number of major tenders such as provision of the Communities for Children programme in Alice Springs worth \$3.0M and in East Arnhem with a provision of \$1.4M. There has been an overall growth in programmes and funding from \$11M to \$11.7M and significant progress has been made in recruitment for and establishment of remote services such as the Locational Playgroups in Ngukurr, Millingimbi and Numbulwar. The year has also seen a rapid expansion in programmes in Alice Springs. Staff numbers have grown from 168 to 182 and after years of significant deficits, it is good to be able to report that the organisation is in sound financial shape.

## Challenges

There remain a number of challenges to the organisation. Recruitment and retention of staff are a key challenge and in some places this has led to a delay in being able to start programmes. This is particularly noticeable in the area of Financial Counselling where Anglicare has been awarded funding but recruitment of trained personnel has proven difficult and in some areas impossible. Recruitment difficulties are compounded by the lower wages paid in the not-for-profit sector although the Board is hopeful that the pay and conditions for employees will improve. The positive aspect is that people who do take up positions for ANT often do so out of a strong social conscience and desire to make a difference and this often is what makes them so effective.

Property continues to be a challenge and in Palmerston commercial rents are amongst the highest in the country and commercial buildings are in very short supply. Programme losses and the aging nature of the buildings led to the withdrawal of ANT from sites in Alice Springs such as "The Lodge" and "St Mary's Precinct" and these were handed back to the Synod. Anglicare continue to run programmes out of other Diocesan buildings across the Territory but the challenge of providing places for staff accommodation, administrative offices and program facilities is constant, particularly when funding is often short term and the organisation becomes locked into shorter more expensive commercial leases.

Budgets will continue to be tight particularly as there appears to be an increasing number of programs that are being funded on a unit cost basis, a formula that does not account for the high cost of delivering services in the NT compared to the cost of programme delivery in other regions.

## Summary

Despite the many challenges - financial, staffing and geographical, ANT is recognised as a professional, innovative and reliable service provider. The flow of successful tenders and the positive evaluations received for many programmes are a tribute to both the staff and the high quality of service provided. The Board is encouraged by the renewed networks with the Church and the new and often innovative partnerships and initiatives that are developing between ANT and Communities, Shires, Indigenous Groups and government. After many years of deficits and uncertainty it is very pleasing to be able to report that ANT has had a particularly good year.

+ Gregory NT

**The Rt Rev Gregory Thompson  
Chairperson  
Anglicare NT**



## Message from ..... the Chief Executive Officer



**Ian Fisher**

**Chief Executive Officer Anglicare NT**

Since arriving in Darwin and starting my new role as CEO in December 2009 I have enjoyed working in an environment where the Board, management and staff share a strong passion to assist disadvantaged people fulfil a better life. Anglicare NT's goal is to deliver quality services to our clients that meet funding body deliverables, improve the capacity and skills of our clients, provide caring and safe environments and to advocate on behalf of clients for a better deal.

On all indicators Anglicare NT had a successful year in which we have been able to consolidate and in many programs expand services across the Territory and demonstrate the benefits to our clients. We have also lobbied both the NT and Australian governments for additional resources for our communities if needed and our staff. Anglicare NT has sought and been asked to participate in many government and peak body activities to find ways where a greater co-operative approach could achieve better outcomes.

We acknowledge that the success we have enjoyed over the last 12 months is a result of the commitment and loyalty of staff. Anglicare's reputation is based on the services we deliver and an important measure of our success is the satisfaction of our clients and the strength of our relationship with them and their communities. As an organisation we have been very active in pushing for pay equity for the NGO sector to obtain recognition for qualifications, experience and the complexities of the work our staff do.

Organisational leadership is also a key to success and I have appreciated the leadership the Board has demonstrated in setting the directions the organisation is heading and establishing and ensuring we deliver our services in accordance with the values of our organisation. I have enjoyed the support and comfort of working with a very capable and skilled Senior Management Team (SMT) consisting of Ann Buxton 2IC and Executive Manager, Kate McGarry Executive Manager, Peter Smith Finance Manager and Helen Walker Human Resources Manager. Their enormous efforts and commitment to their roles has been a significant factor in contributing to Anglicare NT's strong position.

I would also like to thank and acknowledge our many volunteers who make a fantastic contribution to our organisation and clients. Their presence and contribution to Anglicare also importantly reflects the underlining values of care and support that we aspire to.

In 2009/ 2010 financial year the Strategic Plan 2009 to 2012 was implemented and now provides the approved strategic direction for the organisation. The Plan is closely monitored by the senior management team and Board to ensure it remains relevant and progress is being made to achieve the strategic objectives.

This year we have also endeavoured to build on the relationship between the Anglican parishes and Anglicare NT. The appointment of Reverend Fang Ling Liaw as the Top End staff Chaplain and the ongoing support of Reverend Bob George in Alice Springs has helped me and the staff to better understand and appreciate the common values of the Church and Anglicare and how that is expressed and demonstrated in our every day activities. We would like to thank Neil Forgie for his significant contribution as Staff Chaplain following his recent retirement.

As we face the challenges identified in the Chair's Report, and I'm sure many others, I am confident that the purpose and commitment of all who are part of Anglicare will ensure our clients and communities continue to value the services we deliver.

It is important to also acknowledge the support we receive from Anglicare Australia throughout the year and the advocacy, information and networks they provide to help us be a more effective and informed organisation.

Finally I would like to thank Richard Giles, as the Chair of the Board on my appointment, and Bishop Greg Thompson as the Chair, for their support in settling into Darwin and undertaking my role as CEO.

A handwritten signature in black ink, appearing to read 'Ian Fisher'. The signature is fluid and cursive, written on a white background.

**Ian Fisher**  
**Chief Executive Officer**  
**Anglicare NT**



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

Photo: Darwin staff of Anglicare NT

## 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.

### Our Mission

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

#### 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.

## 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 of Management which is responsible for the affairs of Anglicare NT.

### Board Members 2009-2010

The Board is comprised of up to nine members. The membership includes the Anglican Bishop of the Northern Territory, four persons 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.



**Mrs Heidi Snell**  
Member – Board  
Member – Executive Committee



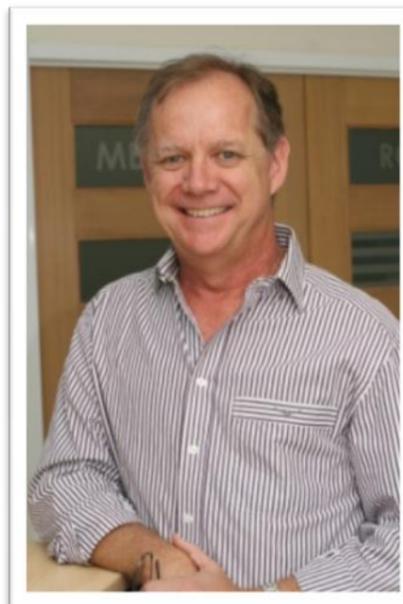
**Ms Janie Mason**  
Member – Board  
Chair - PREC



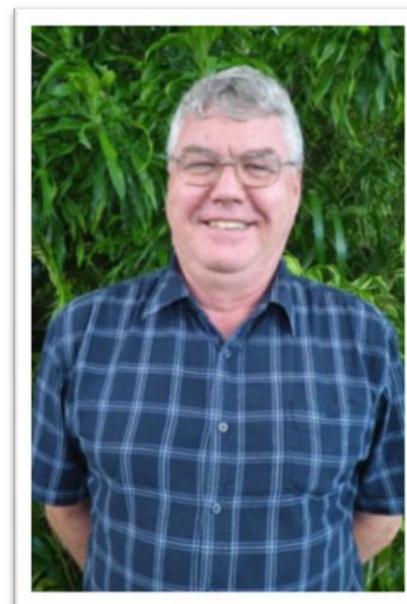
**Mrs Jackie Pearse**  
Member – Board, ARMC, & Executive Committee  
(commenced February 2010)



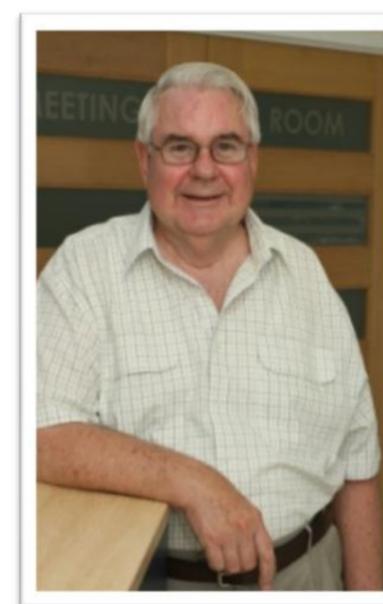
**Bishop Gregory Thompson**  
Chair – Board  
Member – Executive Committee  
Member – Diocesan Council



**Mr Richard Giles**  
Member – Board  
Member – PREC  
Chair – Executive Committee



**Mr Ralph Hutchins**  
Member – Board



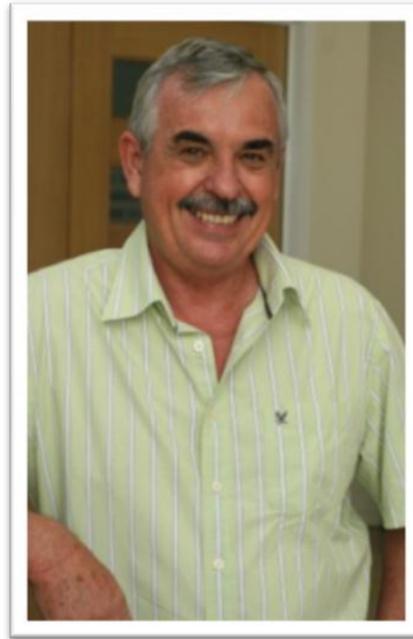
**Mr Kevin Diflo**  
Member – Board



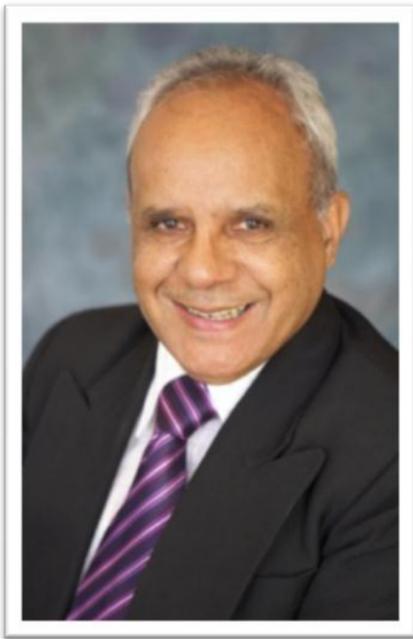
**Mr James O’Sullivan**  
Member – Board  
Member – ARMC  
(resigned August 2010)



**Very Reverend Jeremy Greaves**  
Member – Board  
Member – Executive Committee  
(resigned July 2010)



**Mr Michael Sparrow**  
 Member – Board  
 Member – ARMC  
 Member – Executive Committee  
 Diocesan Registrar

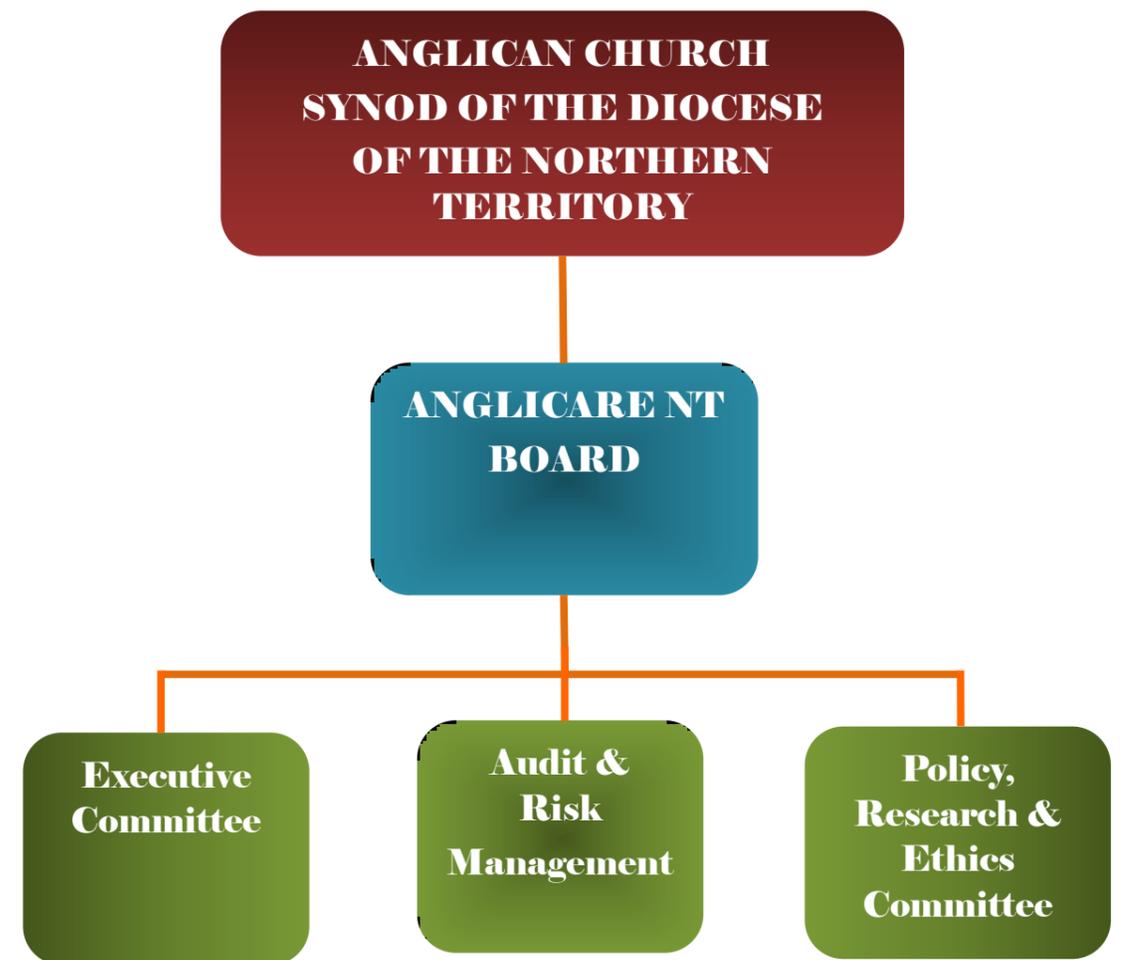


**Reverend Canon Tom Slockee**  
 Member – Board  
 Member – PREC  
 (commenced July 2010)

### Board Attendance

MEMBER	MEETINGS ELIGIBLE TO ATTEND	MEETINGS ATTENDED
Bishop Greg Thompson	6	5
Richard Giles	6	6
Ralph Hutchins	6	5
Kevin Diflo	5	5
Heidi Snell	6	5
Janie Mason	6	6
Jackie Pearse (began February 2010)	3	3
James O'Sullivan	6	3
Very Rev'd Jeremy Greaves	6	5
Michael Sparrow (retired Dec 2009)	3	3

The Board has 3 sub-committees under its supervision.



### Executive Committee (EC)

The Board has an Executive Committee, which consists of two nominees from the Board, the CEO and the Diocesan Registrar. The Chairman of the Board is permitted to attend, participate and vote at any Executive Committee meeting. The Executive Committee meet alternative months to Board meetings to discuss issues which require consideration and response on behalf of the Board.

- Chairman                      Mr Richard Giles
- Committee Member        The Very Reverend Jeremy Greaves
- Committee Member        Mrs Heidi Snell
- Registrar                     Mrs Jackie Pearse (began February 2010)

### Audit and Risk Management Committee (ARMC)

The Board also chartered the Audit & Risk Management Committee to review and advise the Board on issues relating to financial and operational risk management. The ARMC consists of an independently appointed Chair, a nominated Board member, the Registrar of the Diocese and the Chief Executive Officer.

Chairman	Mr Iain Summers
Committee Member	Mr James O'Sullivan
Registrar	Mrs Jackie Pearse (began February 2010)
CEO	Mr Ian Fisher
Finance Manager	Mr Peter Smith

### Policy, Research & Ethics Committee (PREC)

This committee was commissioned by the Board early in 2010 and conducted its inaugural meeting in July 2010. It's commission is to provide the Board with assistance in policy making, development of strategic objectives and filtering requests for research on ANT clients, to name a few.

PREC's membership consists of a Board member also appointed as Chair, two other Board members or Board appointed persons, a Staff Chaplain and three Anglicare NT executives and/or staff. The Chair of the Board may attend any or all of the meetings and the committee meets as often as required but at least twice per year.

Chairman	Ms Janie Mason
Committee Member	Mr Richard Giles
Committee Member	Rev'd Tom Slockee
CEO	Mr Ian Fisher
Executive Staff	Ms Ann Buxton
Staff Chaplain	Rev'd Fang Ling Liaw
Staff Member	Michelle Parker

## Our Senior Management Team



From left to right: Kate McGarry (Executive Manager – Counselling, Community Services & Housing), Ann Buxton (2IC/Executive Manager – Youth, Family & Remote Services), Peter Smith (Finance Manager), Helen Walker (Human Resource Manager), Ian Fisher (Chief Executive Officer),

# Our Programs and Services

Reflections & Highlights 2009-2010

Report by: Ann Buxton – 2IC/Executive Manager Youth Family & Remote



Photos: First - Sandy Graham & Gavin Coehn recovering after the Miwatj Youth Forum in East Arnhem (August 2009). Second - Ngukurr Playgroup launch May 2010, Third - Pandanus Project participants Darwin. Fourth – Signing of MOU with East Arnhem Shire Council May 2010.



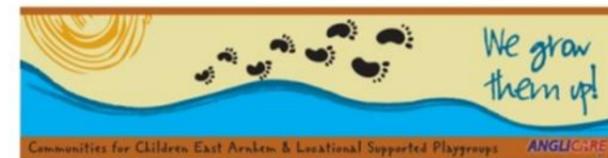
Ann Buxton – 2IC/Executive Manager Youth Family & Remote

It's not often we have time to stop and reflect, but as I recall 2009-2010 was a 'big year'. There were many changes and challenges, substantial growth but also a sense of consolidation emerging. The Territory is complex; its population unique, geographically its spectacular, social problems are significant and politics interface closely with community life. In this context Anglicare NT has emerged as a stable, knowledgeable and flexible organisation prepared to learn and adapt its activities to meet community needs. I welcome Mr Ian Fisher as the new Chief Executive Officer and wish to acknowledge the ongoing efforts of Kate McGarry - Executive Manager Counselling, Housing & Community services along with the committed and skilled staff and management group who have secured impressive outcomes over the past 12 months.

As a geographically dispersed community services organisation we need to shape our promotional activities to increase public understanding of who we are and what we now offer as Anglicare has and changed over the past few years. Collectively we have wonderful stories to tell and a strong evidence base about the work undertaken; tales of dedicated staff and volunteers who go beyond the call of duty and of inspirational clients who keep on keeping on through hard times.

In September 2009 staff members Gavin Coehn (Darwin), Wayalwanga Marika (North East Arnhem) and I travelled to the Anglicare Australia conference in New Zealand. We presented on the unique annual Miwatj Youth Forum conducted in conjunction with the Yothu Yindi Foundation and the innovative work undertaken to develop language based local resources in East Arnhemland through the Top End Suicide Intervention Training Project. But that's not the only plane trip with staff – travelling to Nhulunbuy, Angurugu, Numbulwar, Ngukurr and Milingimbi has become a feature of my current role. As we grow, diversify and strengthen our work in remote Aboriginal communities, sub regional areas and the emerging townships of East Arnhemland it is critical for Anglicare to become more familiar with and connected to the communities with which we work. The challenges faced by staff in regional and remote areas cannot be underestimated - they do it hard, along with the people and communities served. Chronic housing shortages, inadequate or no office space, high cost of living, limited supplies, more day to day travel challenges than most of us can imagine and always waiting for the barge or plane to arrive!

## East Arnhem Early Childhood/Children Services



The dedicated East Arnhem Communities for Children and Locational Supported Playgroups team have worked hard with many challenges but are getting traction in what is one of the most complex regions within Arnhem in terms of delivering services. We have successfully contracted a series of high performing Community Partners to deliver culturally relevant services, the staff base is growing with - 20 Aboriginal women from remote communities now employed to support Playgroups in 5 locations.

Recruitment remains a serious challenge and the lack of staff housing and office and program infrastructure compounds the situation. This program cluster incorporates the direct delivery and brokering of agreed activities. We have worked closely with the Aboriginal Resource & Development Service (ARDS) to develop language based educational resources on nutrition, domestic hygiene and financial literacy. Once developed these radio programs are broadcast via the Yolgnu Radio network. East Arnhem Shire Council (EASC) has been contracted to support a range of small scale targeted activities such as 'Mums & Bubs' groups and nutrition focused After School/Holiday activities in various locations. NT Christian Schools – Education Transformations has implemented the well regarded Family & Schools Together (FAST) program in a number of remote schools. FAST focuses on building child parent connectedness with the school and strengthening the parents role. The common themes across activities are; working respectfully with communities, creating and sustaining Indigenous employment, building local capacity, supporting parents to give children a good start in life and sharing available resources. Anglicare also directly delivers 3 Locational Supported Playgroups in

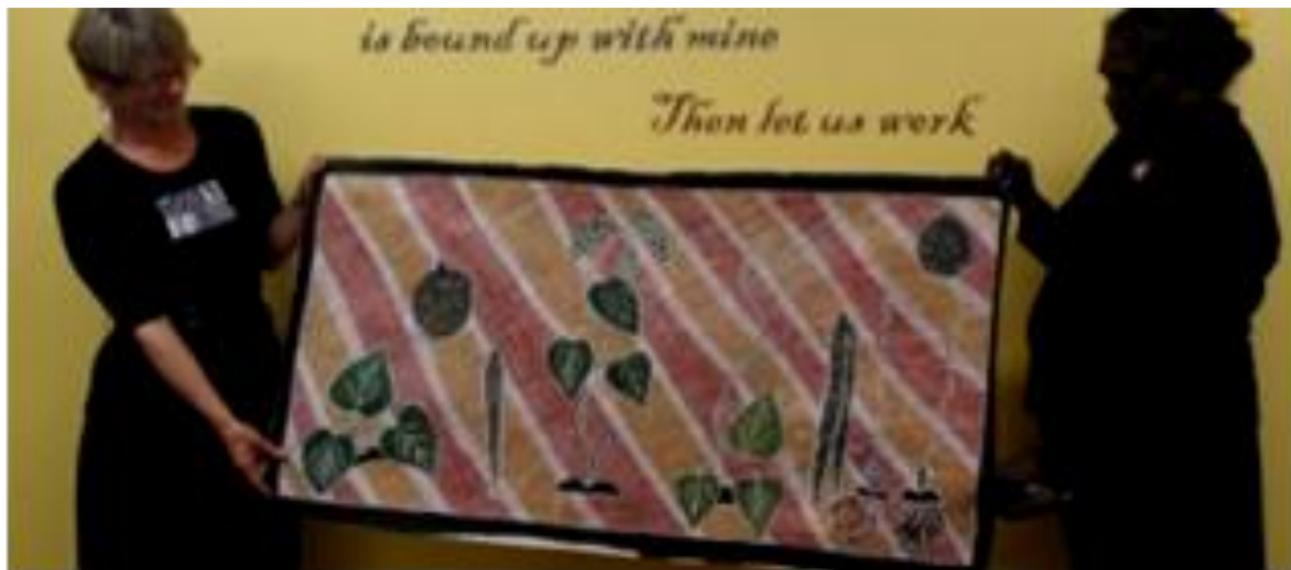
Milingimbi, Ngukurr and Numbulwar along with two Play & Learn (PALS) Playgroups based at host agencies. A small management resource unit supports activities and community partners – providing program development advice and staff training.

## Youth Services & Suicide Prevention Initiatives (East Arnhem, Darwin & Palmerston)

**THE PROCESSES INVOLVED IN WORKING WITH YOUNG PEOPLE ARE AS IMPORTANT AS THE NATURE OF THE ASSISTANCE PROVIDED IN TERMS OF SECURING POSITIVE OUTCOMES. IMPORTANTLY, WE UNDERSTAND THAT YOUNG PEOPLE ARE NOT A HOMOGENOUS GROUP; THEY REQUIRE HOLISTIC ASSESSMENT AND TAILORED ASSISTANCE WHICH TAKES INTO ACCOUNT GENDER, CULTURAL SAFETY NEEDS, SEXUAL IDENTITY, AND DEGREE OF VULNERABILITY, IMMEDIATE NEEDS, LEGAL REQUIREMENTS, PERSONAL CIRCUMSTANCES AND ASPIRATIONS. YOUNG PEOPLE ARE VALUED RESPECTED AND ACKNOWLEDGED AS IMPORTANT CONTRIBUTING MEMBERS OF THE COMMUNITY WHO HAVE BOTH CIVIL RIGHTS AND PERSONAL RESPONSIBILITIES.**

A highlight for me in August 2009 was supporting the Miwatj Youth Forum – the 5 nights in a shared tent with snoring colleagues, 4 days and evenings with 250 young people, bicultural learnings, the involvement of community leaders, great workshops, live music, traditional dance and the sense that after 4 years the forum has become an integral part of the overall Garma Festival. A great outcome for the East Arnhem youth services team and fellow supporters from Darwin and local organisations.

I also want to also acknowledge the considerable efforts of the Darwin and Palmerston based youth services teams. The services delivered to young people remain of exceptional quality, are cutting edge and continue to make a difference to many marginalised and high risk groups whether they are single, couples, pregnant or with dependants. The services are culturally inclusive and work closely with mainstream and specialist organisations and networks to ensure the cultural safety needs of young people are met.



Wayalwanga gifting one of her unique painting resources to NZ Anglican Action community

**Health Connections for Youth**, focuses on improving the health & well being outcomes of homeless and at risk young people and their dependants. For over 15 years the service has been a catalyst for piloting new ways of working and engaging high risk groups in the Greater Darwin area. Keeping youth health on the political agenda has been a challenge as the public health dollar is stretched - importantly NT Government has shown a renewed commitment in the areas of Maternal, Child and Youth Health.

The work of the **Pandanus Project** (Darwin) leads the way in youth friendly Child Birth Education practices and perinatal support. The project evolved in recognition of high teenage pregnancy rates, the fact young people rarely attend mainstream Child Birth Education courses and pregnant young women often present late for Ante Natal care. Over many years the project has been well supported by stakeholders, however the funding base for this critical service has remained tenuous.

The **Headspace Top End** (based in Palmerton) this youth mental health initiative is part of an evidence based early intervention network addressing the growing issue of mental health concerns amongst young people. Anglicare NT is the lead agency of a local consortium comprised of Department Health & Families - Mental Health Division, Danila Dilba Health Service and General Practice Network of the NT. Over 900 young people have received assistance since doors opened with training provided to over 300 health & community workers. The colourful youth friendly space created, provides a unique co-location opportunity for complimentary services focused on addressing young peoples health and well being needs.

The **Top End Suicide Intervention Training Project** has continued to roll out critical training to the community, showing a huge commitment to ensuring training reaches remote areas. The devastating impact of suicide is a factor in the lives of many Territorians. This project has enabled over 7,500 Territorians to be trained over the past 10 years. During the 2009-2010 year 98% of training participants reported they felt more confident about supporting people who were suicidal and 97% advised they would recommend the training to other people. The training remains in demand and is often co-delivered with partner agencies.

Anglicare NT operates 3 programs: **Reconnect – Youth Homelessness Early Intervention services in Darwin, Palmerston & Rural and East Arnhem** (Gove Peninsula) regions; these are part of a well-established network of over 100 services dispersed across Australia. The objective of Reconnect is to improve the level of engagement of homeless young people or those at risk of early home leaving with family, employment, education, training and community participation options to impact on escalating youth homelessness rates. These youth focused family friendly services offer a tool box of practical support, resources and information through case management, group work programs and community work.

**The DEPOT –** (Darwin) is a short term residential service. The number of children and young people in statutory care has increased exponentially. The Child Protection and Alternative Care system is refocusing on prevention, improving child protection interventions and family reunification.



Left: Suicide Intervention Training course stalls temporarily as community catch crocodile

Top Right : flying into Numbulwar community  
Bottom Right :Miwatj Youth Forum August 2009

Anglicare NT contributes to service system reforms through involvement with the redevelopment of service models, NT Out of Home Care Partners reference group, submissions to Reviews and/or Boards of Inquiry and for example consultations on the development of the National Out of Home Care standards. In this past year, substantial efforts have gone into finalizing major upgrades of Alternative Care facilities to ensure we provide good amenities and a homely environment for young people. Staff have also received additional training and support to strengthen their capacity to respond to the trauma related needs of Clients.

### Anglicare Youth Housing Programs (Darwin and Palmerston Rural)

The NT has the highest rates of youth homelessness in the country. Anglicare NT has worked with homeless young people for over 20 years as a direct service provider and advocate. As a priority young people, are supported to strengthen their relationship with family members. Where it is evident that a young person cannot return home they are supported to find safe interim accommodation and where relevant assisted to secure longer term housing. Over 25 % of homeless young people assisted do return to the family home/stay with relatives, some even after an absence of 12 months or more. Demand far exceeds assistance available. Homeless young people are vulnerable to exploitation, more likely to be victims of crime, are at elevated risk of developing mental health issues and not having their health care needs met and remain at greater risk of suicide. We must remain vigilant in our efforts to engage and effectively support young people experiencing a period of homelessness as it can impact on life outcomes.

*The stoic efforts of our youth homelessness early intervention, youth housing and out of home care staff are endless and form a critical anchor in what seems like a sea of change of new services and activities. The central point of reference, stability, care and support provided to so many young people who are homeless, at risk or in the statutory care system is evident.*



Young Carers Info stall at Nhulunbuy Town Hall



PARENTS WITH SOUL Project – Palmerston Festival Arts Exhibition



PAMPER DAY Young Women's Health & Wellbeing group: product-making with the Aboriginal Bush Traders



**Kate McGarry**  
(Executive Manager Counselling,  
Community Services & Housing)

**Report By: Kate McGarry (Executive Manager Counselling,  
Community Services & Housing)**

Significant expansion and consolidation of service delivery across my portfolio has been the focus over this initial 12 months of my appointment to this role. Thank you to members of the Senior Management Team who have supported this work.

Each cluster of service delivery, Resolve, Darwin Community Services, Katherine and Alice Springs services have met the ongoing demands of service delivery and met the challenge of accommodating some change and growth in service delivery. Key issues for all services is the demand of keeping up with the pace of reform across the community services sector, meeting the increasingly complex needs of individuals and families within the community, recruiting and equipping staff and building effective teams, and integrating these ongoing changes into service delivery models. I would like to acknowledge and express my thanks to staff and volunteers for their dedication and rigour in meeting these challenges to ensure that Anglicare provides a service that matters.

A strategic focus for the organisation for the 2009-10 year has been to ensure well supported expansion of service delivery in the Alice Springs region. Over the year all programs have expanded with a number of new programs established. This has included the addition of 107 Bloomfield St, with 28 units, of supported accommodation; commencing the Tenancy Support and Sustainability Program; the expansion of the Out of Home Care service by opening Leslie House in February 2010; expansion of the Financial Counselling/ Money Matters service; commencement of the outpost position for the Victims of Crime Counselling service; and late in the year commencement of the Communities for Children Alice Springs site. By June 2010, the Alice Springs operations of Anglicare NT are well established delivering well regarded, consistent, high quality services.

## Katherine Office

The Anglicare office in Katherine while being a small office in numbers continues to have a significant impact across the Katherine community.

The **Employability Program** experienced some significant recontracting processes over the year, with a new model of service being put in place in the change from being a Disability Employment Network provider to becoming a Disability Employment Service provider. The reform of the Australian Government's employment services policy has impacted to some extent on this service. It is anticipated that further reform will occur in the next re-contracting period.

The Employability Program once again moved through the annual external auditing process with significant praise for the integrity of the casework undertaken.

### Home Interaction Program for Parents & Youngsters

The Katherine Office welcomed the HIPPY project during the Year. The staff also retained their involvement as a group in Community activities such as volunteering on the Community Soup Kitchen roster each Friday lunchtime, managing the Christmas emergency relief, running stalls at a variety of Expo's around town and all participating in the annual Christmas Party for clients. Always a well attended event!

Anglicare NT Katherine Services include:

- HIPPY
- Employability
- Specialist Homelessness Service – Katherine Community Accommodation and Support Program
- Financial Counselling

### HIPPY - Katherine Home Interaction Program for Parents and Youngsters

HIPPY – Katherine is a pilot project funded through the Brotherhood of St Laurence in partnership with the Australian Government Department of Education, Employment and Workplace Relations.

HIPPY aims to strengthen the attachment bond between parent and child through early learning activities which also build parental confidence in education and ready young children for school entry. The program is aimed at disadvantaged communities.

The program has commenced at the beginning of 2010 and is working hard on recruiting families.

## Darwin Services

**Darwin Community Services** is a cluster of programs with a community development focus working with diverse target groups across the Greater Darwin region.

### Refugee and Migrant Settlement Services (RAMSS)

The RAMSS service continued to provide high quality casework support to newly arrived refugees, assisting them with settlement issues. The key presenting issues for this group is securing safe affordable housing, family relationships, domestic violence and managing money.

### Coordination of Prison Chaplaincy

Anglicare NT commenced direct service delivery of the Prison Chaplaincy services in Alice Springs and Darwin Correctional Centres. The established partnership with the NT Council of Churches continued through the Prison Chaplaincy Reference Group providing needed guidance and support to the development of the ministry in both sites.

The Alice Springs Coordinator of Chaplaincy continues to offer significant ministry in Sorry Business. This often involves working in collaboration with the Indigenous Liaison Officers, Elders and families to hold a funeral at the prison or lead a Sorry time for grieving family members at the prison.

In Darwin with a new full time Coordinator of Chaplaincy commencing late 2009, there has been consolidation of the position within the daily operations of the Darwin Correctional Centre through increased opportunities for inmates to attend Bible Studies, increasing the accessibility of the Buddhist Monk to Buddhist inmates as well as continuing the working relationship with the Imam visiting for Muslim inmates.



**Supporting older Territorians and Territorians with a Disability**

**Darwin's Respite Service** is one of Anglicare NT's longest serving programs, providing respite care for people with a disability in the Greater Darwin Region. This dedicated group of staff continue to provide a high quality niche service.

**Community Visitors Scheme** matches community volunteer visitors with socially isolated people living in residential care facilities. Through this work substantial contact is brought into people's lives on a regular basis. This Northern Territory wide program connects with residential aged care facilities in Darwin, Palmerston, Katherine, Tennant Creek and Alice Springs.

**Home and Community Care Transport and Social Support Service** providing needed support to transport disadvantaged people. Primarily serving people who are frail and aged by providing needed transport to a range of services as well as providing an assessment and referral service. The service also provides social support activities through community based interest groups for socially isolated frail aged people.

**LinkCare** provides in home support, assessment and referral and social activities for frail aged people from a non-English speaking background. This long established program critically works with people as they age to continue to live within their families and communities, striving to assist people to retain and improve their health and wellbeing through interesting healthy community based activities.

A significant partnership is in place with the CDU gym. Many thanks to CDU for their continued support of LinkCARE.

Anglicare NT's Darwin Community Services supported by

- Northern Territory Government Department of Health and Families
- Northern Territory Government of Justice
- Australian Government Department of Health and Ageing
- Australian Government Department of Immigration and Citizenship

**Donated Goods Program – (Re-Store)**

A new Op Shop was opened this year at the Wanguri Shopping Centre in January 2010. This outlet has had a focus on children's clothing and goods and maternity wear, supporting the service to community occurring through the Ludmilla and St Peter's Op Shops. Once again it has been a busy year with literally millions of items going through the stores.

Anglicare NT gratefully receives high quality second hand clothing, goods and furnishings from around the Darwin community which is then recycled either for sale at one

of our 3 outlets, sent to support one of our remote NT partnerships or cut into rags for commercial workshops and sold.

Anglicare NT can only offer this service to the community due to the hardwork and commitment of our staff, our people who volunteer, donate items and through a range of in-kind supports.

*Anglicare NT Donated Goods Program supported the Minyerri Anglican Parish, Ngukurr Playgroup and the Milingimbi community by supplying high quality clothing for their locally run 'Op Shop' days which have raised money to support localised projects.*

**Thank you to our volunteers for their significant contribution**



**Parish Connections**

St Peter's Parish, Nightcliff and Anglicare NT signed off on a Memorandum of Understanding in May 2010, formalising the positive working partnership between us to provide a friendly community based Op Shop at St Peter's.

**Over 700 people were supported through the work of Resolve in the last year through counselling, parent education and mediation services.**

Resolve is a cluster of government funded services providing early intervention family relationship, counselling and education, as well as working with families who are or have separated through the family dispute resolution process and through the Mum's Place, Dad's Place program.

Significantly in the 2009-10 year, Anglicare NT Resolve commenced the NT wide Victims of Crime Counselling and Support Service in January 2010. This service provides constructive, safe, restorative counselling to support people after a traumatic crime. The dedicated counsellors were fortunately able to respond and assist a number of the victims of the TIO Bombing in early February 2010, assisting this group of people affected by this terrible event.

'Mum's Place, Dad's Place' offered specialised tailored support to families experiencing high levels of conflict post-separation assisting families in the Territory to find new ways of being family.



50 families in the Darwin region attended a 123 Magic parent education session – assisting those families to find ways to improve their parenting practices by implementing a structured parenting approach.

Anglicare NT continues as a consortium partner in the Family Relationship Centre with Relationships Australia NT providing a mediation service for separating parents that assists them to find ways of raising and nurturing their children following separation. Anglicare NT Resolve provides this specialised service with our dedicated group of family dispute resolution practitioners.

Notably Resolve continues to provide a service through our Nhulunbuy based office. This remote and isolated region has very few professionally trained people able to offer general counselling, victims of crime counselling and mediation services to the community.

Anglicare NT's two therapeutic services Resolve and headspace have integrated their service delivery with a Resolve practitioner providing regular sessions for young people at the headspace site.

**Resolve is funded by:**

- Australian Government Department of Families Housing, Community Services & Indigenous Affairs
- Northern Territory Government Department of Justice

**Resolve is linked with:**

- Family Relationship Services Australia

## SPECIALIST HOMELESSNESS SERVICES

The Northern Territory has the highest rate of homelessness in Australia with Aboriginal people well over-represented in the homeless population. Anglicare NT provides a range of specialist homelessness services providing needed support to individuals and families who are homeless or at risk of homelessness by providing accommodation, case management of support needs and living skills development.

Due to the over-representation of Aboriginal people in the client group and the high number of accompanying children the program operates within a strong cultural and child safety framework.

Anglicare NT provides supported homelessness services in Darwin, Palmerston, Katherine and Alice Springs. Anglicare currently holds 62 Industry Housing Leases to provide supported accommodation to homeless and at risk homeless people. Collectively in our supported housing services there are 51 adults, 51 children and 18 young people housed each night.

### Expanding Service Delivery In Alice Springs

Throughout the year Anglicare NT was handed key after key to the 2 bedroom townhouses at 107 Bloomfield St, Alice Springs. By the end of June 2010 Anglicare NT held the lease on all of 28 units. Combined with the 18 dwellings at Bill Braitling, we now can offer supported transitional housing to more families in Alice Springs.

12months in to the new **Tenancy Support and Sustainability Program** in Alice Springs, the team are to be congratulated in establishing a new program for the Territory. 107 families were referred to the program for assistance and support to maintain their public housing tenancy, halting their pathway towards homelessness. An independent evaluation of the program was undertaken which will shape future program development and service delivery.

**Katherine Community Accommodation and Support Program** continued to provide much needed support to families through our available 9 homes.

Katherine has the highest recorded rate of homelessness in Australia. There continues to be significant issues relating to lack of exit points for families as they move through our service.

### SPECIALIST HOMELESSNESS SERVICES

Anglicare NT provides Specialist homelessness services across the Northern Territory.

People who are homeless or at risk of homelessness can access our adult and youth services in Alice Springs, Katherine and Darwin.

#### Homelessness services assist people with:

- finding somewhere to live
- referrals to specialist services
- case management support
- assistance to link with family
- support with applications for public housing
- living skills development
- tenancy support
- outreach support

**Supported by:**  
Northern Territory Government Department of Health and Families through the National Affordable Housing Agreement

Australian Government Department of Families, Housing Community Services and Indigenous Affairs

Northern Territory Department of Housing, Local Government and Regional Services

Linked with: NT Shelter & Homelessness Australia

Anglicare continues to participate in a range of advisory forums to Government and the Sector, providing comment on the development of policy and allocation of resources

# mONEY mATTERS

## Financial Counselling

Over 400 people have benefited from contact with one of our financial counsellors who has assisted them with an immediate financial crisis. The financial counselling team this year has further established its presence in the East Arnhem community, with a financial counsellor located in the Anglicare NT Nhulunbuy office but travelling regularly to outlying communities and homelands in the region.

Also established this year has been the West Arnhem Financial Counselling program providing services on Tiwi Island, in the Batchelor/Adelaide River area and through to Jabiru and Oenpelli. This diverse region has a limited financial services presence, activity has focussed on establishment of presence and providing an immediate needed response.

Financial counselling has continued for the Greater Darwin region and for Katherine and Alice Springs.

Financial counsellors assist people to address immediate financial crisis such as outstanding and mounting debt, negotiating with creditors, developing new spending/saving patterns and understanding available financial options.

## Financial Literacy & Education

Over 250 people have attended a financial literacy session this year, learning more out managing money and making their money work for them.

The National Australia Bank has increased their partnership activities with Anglicare NT by expanding the Indigenous Money Mentor program to now include Darwin as well as Alice Springs. This program provides an opportunity to work with local Aboriginal communities and organisations to increase access to microfinance services like the No Interest Loan Scheme and build people's understanding of money. The Indigenous Money Mentor program has had contact with over 250 people this year.

The No Interest Loans Scheme operating in Alice Springs has interviewed 170 people regarding access a loan. Of

these 82 were granted to low income families in Alice Springs this year to purchase needed household items such as fridges, washing machines or beds. Small loans with well planned and supported repayment plans provide low income families with opportunities to get out of high interest repayment schemes and into confidence boosting personal financial control.

## MONEY MATTERS

### Financial literacy, education and counselling

The Money Matters team provides a needed service across the Northern Territory and has this year provided services in the Greater Darwin Region, Alice Springs, Katherine, Nhulunbuy as well as in the communities of Nguiu, Pirlangimpi, Galiwinku, Yirkala, Ski Beach, Minyerri, Jabiru, Batchelor, Oenpelli, Adelaide River, Groote Eylandt, Ramingining and Blue Mud Bay.

The Money Matters team provides:

- financial counselling services
- financial literacy services
- community education
- No Interest Loans Scheme
- Indigenous Money Mentor
- Gambling amelioration services
- Specialist training

### Supported by

**The Financial Management Program of the Australian Government  
Department of Families, Housing Community Services and  
Indigenous Affairs**

**Northern Territory Government Department of Justice, Community  
Benefit Fund, Gambling Amelioration**

**Northern Territory Government Department of Families and  
Communities**

**National Australia Bank – Indigenous Money Mentor Network**

### Linked with:

**Australian Financial Counsellors and Credit Reform  
Association**



# Human Resources



**Helen Walker**  
Human Resource Manager  
Anglicare NT

## 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 over 100 volunteers to support a number of our key programs across the Territory, including the makeup of our Board. We operate a Community Visitors Scheme in Darwin, Katherine, Tennant Creek and Alice Springs where 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 including our Opportunity Shops.

## Traineeship Program

Anglicare NT recognises the importance of providing Territorians with the opportunity to gain a formal qualification while in the workplace. Our Traineeship Program allows us to further develop our staff's skills through this avenue. During 2009 /2010 four staff have undertaken or completed their studies.

## Work for the Dole Program

Anglicare NT provides disadvantaged Territorians with the opportunity to develop work ready skills. Anglicare NT delivers this service through our Donated Goods Program to help job seekers to improve their employment prospects by providing opportunities for work experience. Some of these staff have secured employment with Anglicare NT.

## Employee Assistance Program (EASA)

EASA brings together a comprehensive range of counselling and support services for Anglicare staff. The program provides professionally trained counsellors who offer our staff support and strategies for personal or work-related issues. Anglicare fully funds the program and it is free to employees and their immediate family members. The service guarantees confidentiality.

## Leadership Forums

The Senior Management Team along with the Board members, Operations Managers, Team Leaders and Coordinators from our regional offices engage in two Leadership Forums per year. These forums provide the opportunity to reflect and provide direction for the future of Anglicare NT.

## Anglicare NT's Workforce

As at 30<sup>th</sup> June 2010 Anglicare NT employed 182 staff across the Territory. This figure consisted of 82 full time staff, 46 part time staff and 54 casual staff. This represents a growth of 16% over last year. Many new staff are Indigenous and have been appointed in remote communities supporting our Indigenous Employment Strategy.

The employment profile and gender distribution is represented in the diagrams as well as the age distribution, and years of service.

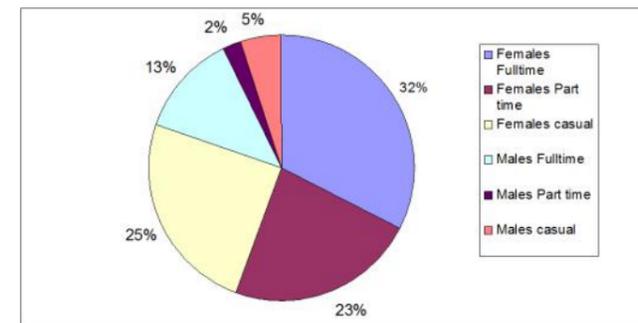


Figure 1: Anglicare NT's Employment Pattern June 2010

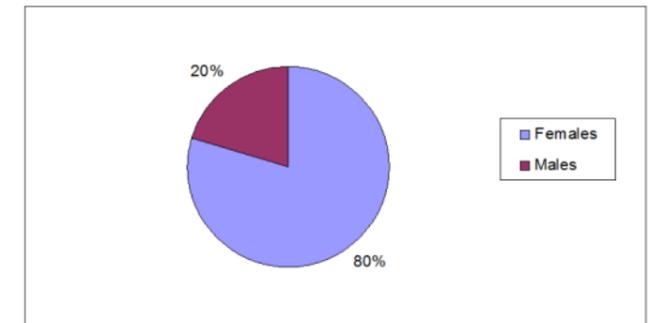


Figure 2: Anglicare NT's Gender Profile June 2010

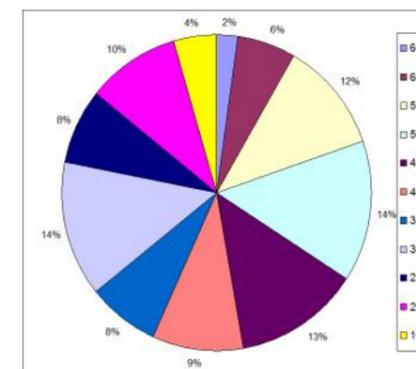


Figure 3: Anglicare NT's Employee Age Profile June 2010

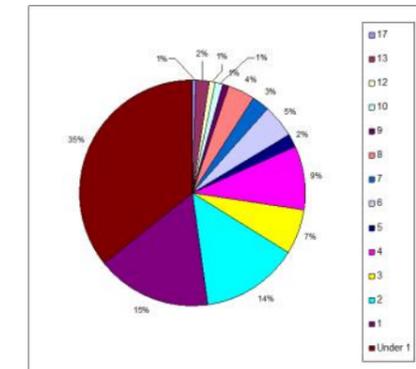


Figure 4: Anglicare NT's Years of Service Profile June 2010

## Finance Department

### Financial Services

The core of the current Finance team has been together for just over a year. Rosa Malpartida (Senior Accountant) and Anita Cheung's (Accounts Payable officer) wealth of knowledge and experience have been invaluable to myself and Justin Lingard (Assistant Accountant) who both recently completed a year of service with Anglicare NT. Stephanie Weisser (Accounts Receivable officer) commenced in December, 2009 with Stephanie Bradley (IT Co-ordinator) transferring from an assistant's role under the CEO in late 2009. The team will increase again shortly with the payroll function moving from Human Resources to our responsibility.

Our primary aim is to provide accounting, financial and reporting services to Anglicare's Community Services programs. The immediate past twelve months has been about making sure the appropriate systems are in place to ensure we can be relied upon to meet our primary objective in a timely and accurate manner. We have worked very hard to re-affirm our credibility and look forward to the future where we hope our services will continue to improve and be increasingly sort after.



**Peter Smith**  
Finance Manager August, 2010



Photo: The Finance Department Team

# Financial Statements

## Financial Year in Review

If 2008-09 was a year of consolidation, 2009-10 was a year of growth. The surplus of \$1,342,865 (\$320,088, 2008-09 (320% increase)) is very encouraging. It should be noted that \$508,147 included in the \$1,342,865 surplus represents an accumulation of balances that were previously disclosed in liabilities (Grants received in advance) in the Statement of Financial Position but have since been recognised as income. Budgeted grant income in 2010-11 of \$12.3 million (\$10.1 million, 2009-10 (22% increase)) suggests this growth trend will continue.

The growth is proving a strain on resources, particularly in finding adequate work space for new staff. We are currently exploring a range of options with the issue likely to maintain a prominent fixture on next year's agenda.

The value of our Non-current assets reduced considerably during the year (\$1,496,380) because of a

requirement by Diocesan Council to disclose all land and building vested in the Synod of the Northern Territory in its financial statements. This year's reduction represents the transfer of the Alice Spring's properties no longer utilised by Anglicare, (The Lodge and St Mary's). Based on the Diocesan Council requirement, the Anglicare board has agreed to transfer the remaining properties not covered by a memorandum of understanding between the two parties by the 31<sup>st</sup> December, 2010. The effect is likely to decrease the Non-current assets by a further \$500,000.

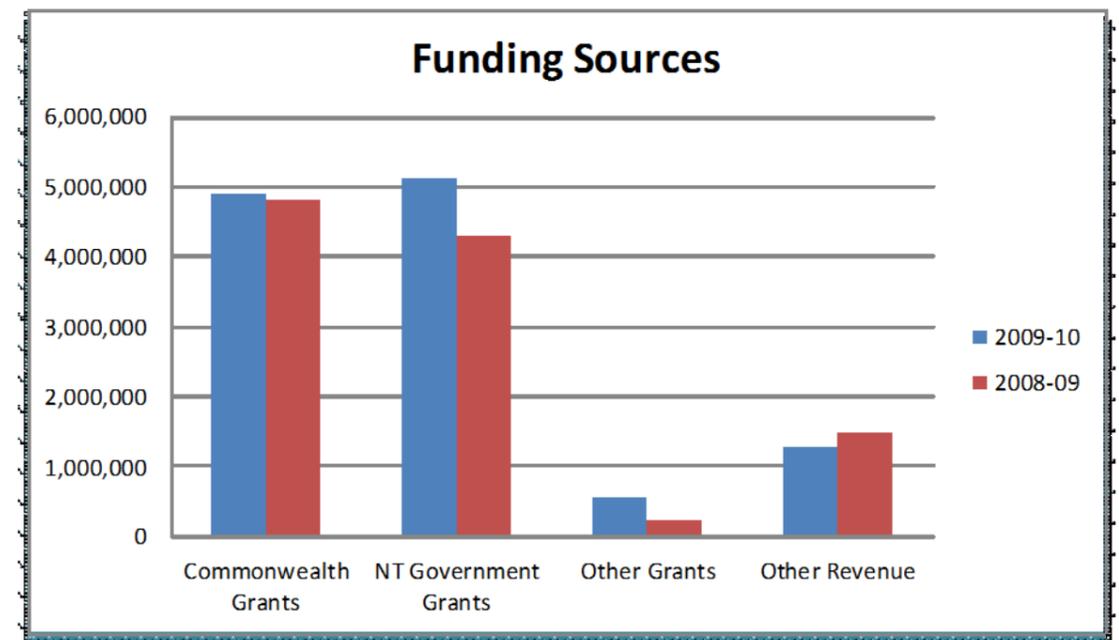
The increased 2010-11 funding base has allowed us to reduce our corporate recovery rate to 20% (20.47%, 2009-10). If we can sustain our growth we expect the rate will continue to drop which will make us even more competitive in bidding for funding tenders.

We are very grateful to the Northern Territory and Federal governments and private institutions for their continued financial support which allows us to make a valuable contribution to the quality of life of those who access our services.



## Statement of Comprehensive Income

	2010 \$	2009 \$
Revenue	11,879,179	10,855,372
Interest income	246,357	161,118
Other income	111,924	34,988
<b>Total revenue</b>	<b>12,237,460</b>	<b>11,051,478</b>
<b>Less expenses</b>		
Employee benefit expense	7,024,749	6,614,714
Costs of service provision	924,438	979,454
Administrative expenses	868,014	1,079,976
Facilities and vehicle expenses	1,641,269	1,520,489
Depreciation expense	436,125	418,024
Funding repaid	-	90,491
Loss on disposal of property plant and equipment	-	28,242
<b>Total expenses</b>	<b>10,894,595</b>	<b>10,731,390</b>
<b>Surplus for the year</b>	<b>1,342,865</b>	<b>320,088</b>

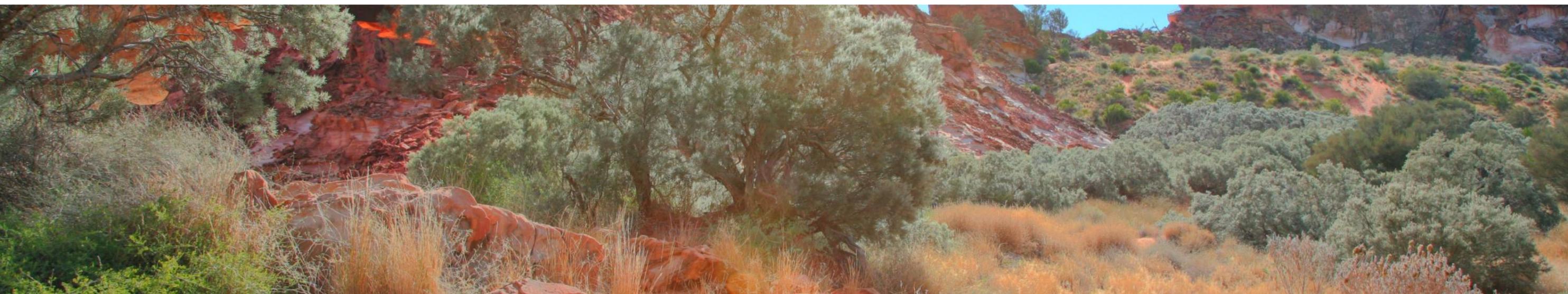


## Statement of Financial Position

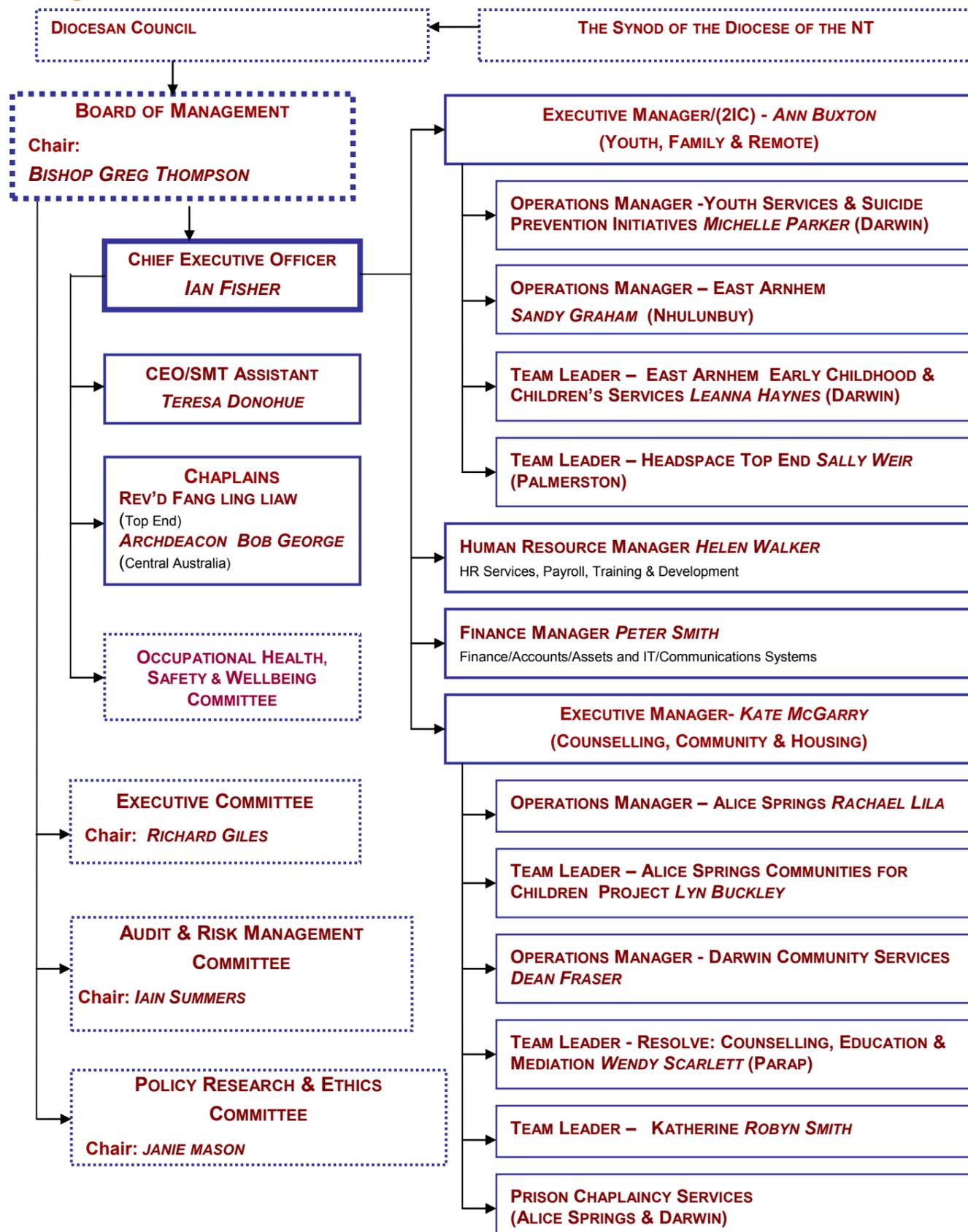
	2010	2009
	\$	\$
<b>Current assets</b>		
Cash assets	471,280	680,348
Trade and other receivables	634,464	440,797
Other financial assets	7,138,618	4,769,600
<b>Total current assets</b>	<b>8,244,362</b>	<b>5,890,745</b>
<b>Non-current assets</b>		
Property, plant and equipment	1,711,494	3,274,467
<b>Total non-current assets</b>	<b>1,711,494</b>	<b>3,274,467</b>
<b>Total assets</b>	<b>9,955,856</b>	<b>9,165,212</b>
<b>Current liabilities</b>		
Bank overdraft	19,919	110,204
Trades and other payables	766,544	977,818
Grants received in advance	2,990,816	1,810,886
Provisions for leave	573,673	568,323
<b>Total current liabilities</b>	<b>4,350,952</b>	<b>3,467,231</b>
<b>Non-current liabilities</b>		
Provisions for leave	237,212	176,774
<b>Total non-current liabilities</b>	<b>237,212</b>	<b>176,774</b>
<b>Total liabilities</b>	<b>4,588,164</b>	<b>3,644,005</b>
<b>Net assets</b>	<b>5,367,692</b>	<b>5,521,207</b>
<b>Equity</b>		
Accumulated funds	4,313,939	4,364,515
Reserves	1,053,753	1,156,692
<b>Total equity</b>	<b>5,367,692</b>	<b>5,521,207</b>

## Statement of Cash Flow

	2010	2009
	\$	\$
<b>Cash from operating activities</b>		
Receipts from operating activities	12,905,708	12,247,943
Payments for operating activities	(10,576,127)	(11,373,493)
Interest paid	-	(5,429)
<b>Net cash provided by operating activities</b>	<b>2,329,581</b>	<b>869,021</b>
<b>Cash flows from investing activities</b>		
Payments for property, plant and equipment	(381,670)	(278,683)
Proceeds from sale of property, plant and equipment	55,967	106,759
Interest received	246,357	161,118
Payment for other financial assets	(2,369,018)	(927,731)
<b>Net cash used in investing activities</b>	<b>(2,448,364)</b>	<b>(938,537)</b>
<b>Net decrease in cash held</b>	<b>(118,783)</b>	<b>(69,516)</b>
<b>Cash at the beginning of the financial year</b>	<b>570,144</b>	<b>639,660</b>
<b>Cash at the end of the financial year</b>	<b>451,361</b>	<b>570,144</b>



# Organisation Chart



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

Program	Alice Springs	Darwin	East Arnhem	Katherine	Palmerston	Tennant Creek
Communities for Children	•	•	•	•	•	•
Community Visitors Scheme	•	•	•	•	•	•
Connect Program	•	•	•	•	•	•
Counselling & Mediation	•	•	•	•	•	•
Donated Goods Program	•	•	•	•	•	•
Emergency Financial Assistance	•	•	•	•	•	•
Employability	•	•	•	•	•	•
Financial Counselling	•	•	•	•	•	•
HACC Transport	•	•	•	•	•	•
Headspace	•	•	•	•	•	•
HIPPY	•	•	•	•	•	•
Indigenous Money Mentor Program	•	•	•	•	•	•
Linkcare	•	•	•	•	•	•
Locational Supported Playgroups	•	•	•	•	•	•
Moving On Program	•	•	•	•	•	•
Mum's Place, Dad's Place	•	•	•	•	•	•
Nil Interest Loan Scheme (NILS)	•	•	•	•	•	•
Out of Home Care service	•	•	•	•	•	•
Pandanus Program	•	•	•	•	•	•
Paperbark Program	•	•	•	•	•	•
Prison Chaplaincy	•	•	•	•	•	•
Refugee and Migrant Services	•	•	•	•	•	•
Respite Services	•	•	•	•	•	•
StepUp Program	•	•	•	•	•	•
Suicide Intervention & Awareness	•	•	•	•	•	•
Supported Accommodation	•	•	•	•	•	•
Tenancy Support & Sustainability	•	•	•	•	•	•
Victims of Crime Counselling	•	•	•	•	•	•
Youth Drop In & Activity Zone	•	•	•	•	•	•
Youth Housing	•	•	•	•	•	•

# Contact Us

## Darwin

Anglicare NT Administration Centre  
5 Namarluk Drive, LUDMILLA NT, 0821  
PO Box 36506, WINNELLIE NT, 0821  
**(08) 8985 0000**

## Katherine

15 Third Street, KATHERINE NT, 0851  
PO Box 415, KATHERINE NT, 0851  
**(08) 8972 1571**

## Alice Springs

16 Hartley Street, ALICE SPRINGS NT, 0871  
PO Box 2579, ALICE SPRINGS NT, 0871  
**(08) 8951 0000**

## Nhulunbuy

6 Chesterfield Circuit, NHULUNBUY NT, 0881  
PO Box 1791, NHULUNBUY NT, 0881  
**(08) 8987 3022**

**[WWW.ANGLICARE-NT.ORG.AU](http://WWW.ANGLICARE-NT.ORG.AU)**





Prepared by TERESA DONOHUE  
Design by WAYNE HUANG

