

The background is a solid orange color. At the top, there is a white, torn-paper-like border. In the top right corner, there is a small, stylized white graphic of a plant with spiky leaves. Three children are visible: a girl in a striped shirt on the right, a boy in an orange shirt on the left, and a girl in a blue shirt at the bottom center. They are all smiling and looking towards the camera.

# ANGLICARE<sup>NT</sup>

Annual Report 2011/2012

## 2011/2012 Anglicare NT Annual Report

Photography: Wayne Huang and other Anglicare NT staff.

Graphic Design: Greg Stehle

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ABN: 61 187 402 536

Head Office:

Postal Address: PO Box 36506 Winnellie NT 0821

Street Address: 5 Namarluk Drive, Ludmilla NT 0820

PH: 08 8985 0000 Fax: 08 8985 0001

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



### Contents

Bishop and Chair of the Board Report	4,5
CEO Report	6,7
Mission and Values	8
The Board	9
Senior Management Team	10
Operational Managers and Team Leaders	11
Executive Manager, 2IC Youth, Family & Remote Report	13-21
Executive Manager Counselling, Community Services & Housing Report	22-28
Business Development Managers Report	29
Shared Services Report	30
Finance Managers Report	33
Statement of Comprehensive Income	37
Statement of Financial Position	38
Statement of Cash Flow	39

# A Message from the Bishop & Chair of the Board



I am pleased to commend the 2011 / 2012 Annual Report of Anglicare NT to you. The report provides an overview of the activities and community service undertaken by Anglicare NT throughout the year and highlights the positive influence that the staff and supporters of Anglicare NT are having on many Territorians who are in need of care and support.

You will read that Anglicare helps people across all stages of life from expectant mothers and progressing through to young children, youth, parents, families and older Australians. Although most of the care we provide is to Aboriginal Australians our staff are increasingly working with people from many other different cultural backgrounds. We continue to provide and expand our services in urban, regional, rural and remote areas across the NT.

In the last 3 years Anglicare NT has transitioned through a period of consolidation and rapid growth. This has meant that you will now find Anglicare NT working in many different places from Palmerston to Oenpelli, Alice Springs to Nhulunbuy and Katherine to Angurugu. Through government funding and the work of our staff and volunteers we now have a greater diversity of services, more staff employed and a better infrastructure. Even our two ReStore (second hand shops) outlets have changed and now sell many different things and help the community by providing work experience and an affordable retail option.

Anglicare NT had its genesis when the Anglican Church in the NT wanted to develop a dedicated social service organisation that could be a working out of Christ's call for us to love one another and to help those who are hungry, unwell, hurt, disabled, poor, alienated or in need. Anglicare NT is one of the social justice arms of the Anglican Church and here in the Northern Territory, our work is about realising a Mission "...to promote the enrichment of relationships, fullness of life and social justice for all". We acknowledge that while the social welfare challenges in the NT are significant and challenging, Anglicare NT as one of numerous service providers delivering community services, has a unique chance to make a difference to people's lives. This is good work to be involved in and we are very proud of our inclusive service approach and our success.

The relationship of Anglicare NT to the Anglican Church and its parishes is a fundamental part of its mission. When Anglicare NT orientates its staff and volunteers the origins of Anglicare and the importance of the partnership with the Church is discussed. There are other practical ways of expressing this partnership such as by the provision of staff chaplains, joint meetings between the Board and the Diocesan Council, presentations to parishes, hosting and participating in the Clergy Eucharist and engaging with Anglicare NT parish representatives. The Diocese has also provided access to Church properties to enable programme provision, at St Luke's Palmerston, St Paul's Katherine, St Peter's Nightcliff, on Groote Eylandt, and in Alice Springs and Ngukurr. The access to these properties have enabled Anglicare NT services to be located in the community and so respond much quicker to community needs.

A highlight of the year in was the three public presentations jointly sponsored by the Diocese of the Northern Territory Inc., Christ Church Cathedral and Anglicare NT delivered by Mr Robert Fitzgerald AM. The topics were "The contribution of Faith Based Organisations to the Welfare and Wellbeing of our Society" and "Overcoming Indigenous and other Entrenched Disadvantage – Let the Evident speak". The presentations were well attended and reminded us of the significance of the history of the Church in laying the foundations from which the extremely large Not-for-Profit sector has grown and diversified into today.




He also challenged us to take greater control of our community work and not merely respond to government tenders and for governments to implement better ways for service delivery that would provide greater outcomes, particular for indigenous people.

Our achievements are a result of many factors and importantly include an increasing emphasis on seeking Aboriginal and non-Aboriginal program partners and encouraging our Anglicare NT staff to go beyond the contracted deliverables. We are constantly improving our evaluation processes to try to work out which programmes really help make a difference in people's lives. Our aim is always to continuously seek improvement across all areas of our organisation.

Of course the type of rapid growth in programs, which Anglicare NT has experienced, brings with it, its own range of challenges and it is important that this growth is supported by expanded corporate services and accountability. One focus of the Board has been to improve governance of the organisation through Board review processes, the Audit and Risk Management Committee (ARMC) and the Policy, Research and Ethics Committee (PREC). Over the last 12 months the Board has implemented a risk management system, developed and implemented an internal reporting system, approved a quality improvement policy and procedure frameworks and strengthened the audit and financial reporting functions. The Board is in the process of reviewing its Strategic Plan for the years 2012 to 2015 to look at new strategic directions for the organisation, to strengthen the things it does well and to consider what other services Anglicare NT could usefully offer to the community. With times of rapid growth it is always important to take time to reassess organisational structure to determine if we have the best model to support the work that is being done. Early in 2012 the Board undertook to carry out a functional assessment review to look at the structure, systems and to gain feedback from staff about how things are working and ways they could work better. A further development is that a joint taskforce established between the Diocesan Council and the Anglicare NT Board will consider the merit of separately incorporating Anglicare NT.

Having the right balance of skills and experience on the Board is important in maintaining good governance when considering the business operations, compliance and future initiatives of the organisation. Most recently the appointments of Ms MunLi Chee, a Partner with the accounting firm KPMG and Mr Paul McDonald, CEO of Anglicare Victoria have added finance, audit, management, governance and community sector skills and experience to the Board.

I express my gratitude to all Board members who volunteer their time, freely give their expert advice and demonstrate a genuine commitment to ensuring Anglicare NT remains a respected, trusted and well governed organisation. I also thank Iain Summers as the independent chair of our ARMC for the confidence he and the other committee members give the Board in monitoring and reporting the financial management, audit, risk management and quality activities of the organisation. Furthermore the Board appreciates the advice and recommendations received from the PREC, Chaired by Janie Mason, which has helped the Board to understand, consider and make informed decisions on a range of complex issues.



I am constantly impressed by the vision and dedication of Anglicare staff and by the very positive difference they make in people's lives.

We particularly express our gratitude to Heidi Snell who has just retired from the Board, for her significant contribution to the Board and the success of the Anglicare NT over several years.

Finally I need to congratulate our CEO Ian Fisher. Ian has brought tremendous drive, expertise and experience to Anglicare NT. He is a superb and skilled manager and has achieved a great deal in a short time. He could not do this without the support of an incredibly committed and hardworking senior management team and a gifted and passionate staff. As I travel across the NT I hear of the work of Anglicare NT wherever I go and I am constantly impressed by the vision and dedication of Anglicare staff and by the very positive difference they make in people's lives. Our Management and staff are to be congratulated for their work and loyalty to Anglicare NT. It is only through their hard work and commitment that Anglicare NT is able to deliver services and obtain such excellent outcomes. We give thanks to God for each of them.

*The Rt Rev Gregory Thompson*

**Chairperson, Anglicare NT**

# A Message from the CEO

I sincerely thank all our staff and volunteers for their continued commitment and hard work that has resulted in a very successful year for Anglicare NT. As an organisation we have made substantial progress on the strategic directions set by the Board. These were:

1. Strengthening People
2. Enhancing capacity and wellbeing
3. Developing strategic partnerships
4. Being a sustainable and respectful presence.

For all 4 directions we can clearly demonstrate that through our combined efforts we have exceeded the expected measures of achievement determined when the plan was prepared in 2009.

Over the last 12 months we have:

- ✿ Grown our program funding by 38 per cent
- ✿ Started 10 new programs
- ✿ Expanded and diversified services in the Greater Darwin and rural area, Katherine, Alice Springs and Nhulunbuy
- ✿ Consolidated and started new services in 25 remote communities and town camps
- ✿ Completed frameworks for Policies, Quality Improvement and Risk Management.
- ✿ Increased staffing levels from 215 to 257
- ✿ Progressed towards being becoming an accredited Child Safe organisation
- ✿ Strengthened our financial and program management.
- ✿ Further consolidated our relationship with the Anglican Church and parishes.

While it is important to grow our services to safeguard the long-term sustainability of the organisation our primary mission is "To work in partnership with the community, families and individuals to promote the enrichment of relationships, fullness of life and social justice for all." Accordingly our main focus is on ensuring services we deliver do achieve the desired outcomes. For us to be able to consistently meet our obligations all parts of the organisation has to operate within an environment where people share common values and goals, that is well governed, team orientated, adequately resourced, well informed and compliant yet flexible enough to encourage initiative and creativity.



To reinforce our commitment to establishing this desired environment and maintain our success we are progressively reviewing every aspect of our organisation and every decision we make is considered in terms of whether it will help us to fulfil our mission. Some of the significant actions that we have undertaken are:

- ✿ Prepared a new Strategic Plan 2012 to 2015 to guide us over the next three years,
- ✿ Conducted a staff satisfaction survey to identify ways Anglicare NT can become a better employer,
- ✿ Commenced an organisation functional assessment to review the roles and responsibilities of management,
- ✿ Reviewed policies and established a risk management system to reduce risks,
- ✿ Developed an internal system for monitoring the status of corporate and program activities to inform the Board and Managers,
- ✿ Committed to preparing and implementing a Reconciliation Action Plan to increase our cultural awareness, deliver programs to indigenous people more effectively and have a staff profile that is reflective of our client base and NT population,
- ✿ Reinforced our strength based approach to service delivery,
- ✿ Further considered the merits of incorporation so that the organisation can build on its capacity to operate more effectively in our changing sector environment, and
- ✿ Nurturing a quality improvement and occupational health and safety culture across all functions of the organisation.

These actions and others will only be successful if they are embraced by the organisation and the commitment and hard work of staff continue. Two characteristics that Anglicare NT has in abundance. Apart from all the staff I would also like to mention and thank the senior management team for their combined efforts and willingness to go beyond the call of duty, the volunteers for their unwavering generosity of their time and work, the Clergy and parishes for their support and prayers and the Board for their leadership and governance.

I would also personally like to thank the Chair Bishop Greg Thompson for his leadership of the Board and the organisation, finding the time to visit Anglicare sites, officiating at formal functions and representing Anglicare NT across the broader community.

I look forward to working with everyone

Ian Fisher

CEO, Anglicare NT



# Anglicare NT Strategic Plan 2013 - 2015

## Our Vision

A community of people empowered with the freedom to achieve happy and fulfilled lives, where potential is realized 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."

Jesus said "I have come that you may have life and have it in all its fullness"

- John 10.10





# 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 which is 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.



Ms MunLi Chee  
Member Board and ARMC

Ms Janie Mason  
Member – Board, Chair - PREC

Mr Kevin Diflo  
Member – Board

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

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

Mr Paul McDonald  
Member – Board

Mr Ralph Hutchins  
Member – Board

Mrs Jackie Pearse  
Member – Board/ARMC/Executive Committee



Ms Heidi Snell  
Member Board and Board Executive  
Committee - Resigned March 2012

# Senior Management Team

The Senior management team have brought a consistent approach to organisational management, overseeing corporate services, program delivery and external relationships with funding bodies, partners and other stakeholders..



Gerry West  
Shared Services Manager

Dean Fraser  
Business Development Manager

Ian Fisher  
CEO

Peter Smith  
Finance Manager

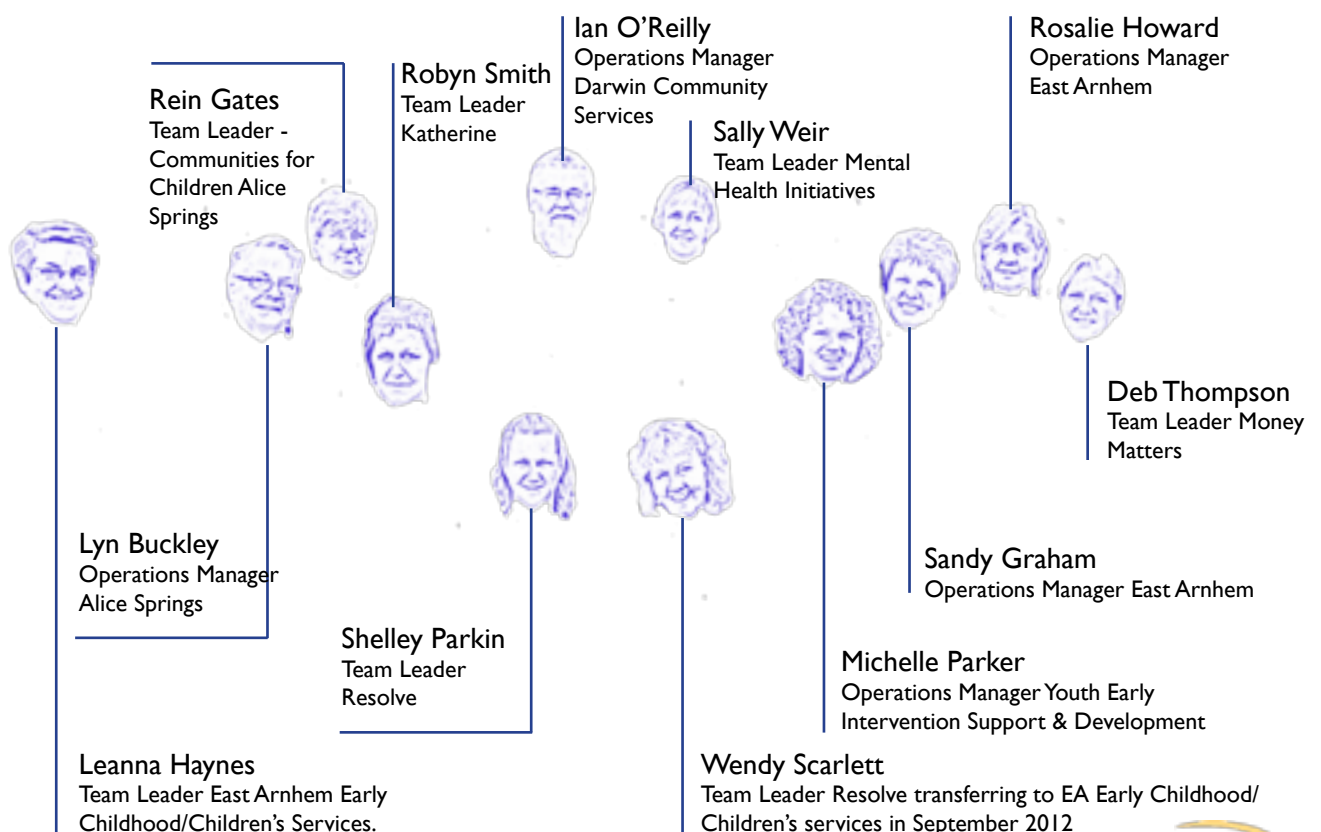
Ann Buxton  
2IC/Executive Manager  
Youth Family & Remote

Kate McGarry  
Executive Manager  
Counselling, Community Services & Housing



# Operational Managers and Team Leaders

Anglicare NT operates across a large geographic area with a diverse and growing program base and dynamic political context. The strength and integrity of community service organisations is dependant upon many components – it is the 'sum of us all' which enables quality services to be delivered in a consistent way. We are fortunate to have an impressive combination of experienced, well qualified and committed people working across the organisation. In this years annual report we want to introduce you to the Operations Managers and Team Leaders tasked with keeping various work units of different shapes and sizes and locations in good shape.





# Program Locations Overview

## Program

## Location

	Alice Springs	Palmerston	Katherine	East Arnhem	Darwin	Other Remote
Disability Support & Community Access				✿	✿	
A Place to Call Home	✿				✿	
Communities for Children	✿			✿		
Community Visitors Scheme	✿	✿	✿		✿	✿
Connect Program		✿		✿	✿	
Counselling Services		✿	✿	✿	✿	
Deadly Food & Moves	✿	✿				
Restore					✿	
Emergency Financial Assistance		✿		✿	✿	
Employability			✿			
Family Dispute Resolution Service		✿		✿	✿	
Financial Counselling	✿	✿	✿	✿	✿	✿
HACC Services and Transport	✿	✿	✿		✿	
Headspace		✿				
HIPPY			✿			
Indigenous Money Mentor Program	✿				✿	
Linkcare		✿			✿	
Locational Supported Playgroups				✿		✿
Moving On Program	✿				✿	
Nil Interest Loan Scheme (NILS)	✿					
Out of Home Care service	✿		✿		✿	
Pandanus Program					✿	
Paperbark Program		✿		✿	✿	✿
Mum's Place, Dad's Program	✿	✿	✿	✿	✿	
Prison Chaplaincy	✿				✿	
Refugee and Migrant Services		✿			✿	
Carer Respite and Support		✿		✿	✿	
StepUp Program	✿				✿	
Suicide Intervention & Awareness		✿	✿	✿	✿	✿
Supported Accommodation	✿	✿	✿		✿	
Tenancy Support & Sustainability	✿				✿	
Victims of Crime Counselling	✿	✿	✿	✿	✿	✿
Youth Drop In & Activity Zone				✿		
Youth Accommodation & Support		✿	✿		✿	
Saver Plus					✿	



# Executive Manager ZIC, Youth, Family & Remote Report Ann Buxton



## Youth Early Intervention Support & Development

### Preventing Early Home Leaving

Families face pressures as adolescent children explore independence, boundaries and expectations. School problems, sibling tensions, peer influence, parental conflict, running away, relationships, drugs and alcohol and high risk activities are common. Flexible family support and proactive contact with disconnected young people, helping find missing children and connecting young people with support systems is effective. ReConnect Youth

Homelessness Intervention Services operate in Darwin, Palmerton & Rural area and East Arnhem. Over 360 young people and family members have been assisted to find a way forward this year.

The media polarises young people - high achievers or social deviants. For most their experiences are some where in the middle, young people and families doing the best they can under sometimes tough circumstances.

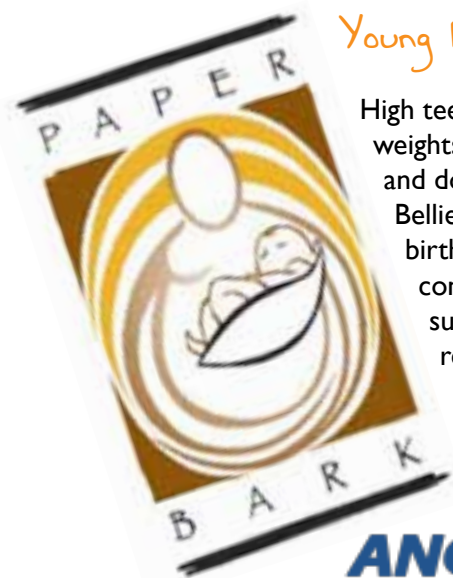
### Youth Homelessness Matters

The NT has the highest rate of youth homelessness in Australia. We continue to raise awareness of the plight of many young people by involving secondary schools, community groups, churches and local businesses in action. With the highest rental prices in Australia, low vacancy rates and no rental history – homeless young people face huge challenges. Affordable housing is critical, but family breakdown, domestic violence and financial stress remain the biggest drivers of youth homelessness. Supported accommodation, outreach support, case management, emergency relief, advocacy and life skills training was provided to over 350 young people in the Darwin, Palmerston and Katherine regions in the 2012/2013 year.



### Young Mums & Dads Matter

High teenage pregnancy rates, late presentations for antenatal care, low birth weights, 'failure to thrive' infants, the risk of child abuse, unplanned early parenting and domestic violence affect some young couples. The Pandanus and Paperbark-Bellies Birth & Bubs Projects provide individual assistance, youth friendly child birth education and perinatal support. Sustainable support networks help build confidence to complete schooling and strengthen parenting skills and personal support systems. Over 350 young people across Darwin, Palmerston and the remote communities of Maningrida and Ngukurr were assisted through personal support, Child Birth Education sessions, Young Dads sessions, Birth Suite visits, 'Awesome Parenting' forums and Peer Support Days.



## Youth Health Responses

Health Connections 4 Youth engages with young people at risk in Darwin to improve health and life outcomes. HCY supports access to mainstream and specialist health services, works closely with schools, GP's, provides educative group work and raises awareness regarding the health needs of young people. The Young Women's Festival held in the grounds of the Darwin Museum saw 175 participants meet service providers and learn about nutrition. 40 young people received individual assistance and over 500 participated in health and well being information sessions/ education workshops in schools.

Our integrated Youth Services provided help to over 2000 young people and their families across the NT. Effective and timely support means better outcomes..

## After Care Support & Brokerage Service

The NT Government must ensure young people leaving the statutory care system have 'leaving care plans' and access to support until they are 25 years of age. This reflects Australian society as many young people receive assistance from their families until their mid twenties. We help young people transition out of formal care, creating supported pathways to an independent and productive adult life. The new 'Moving On' service, with staff in Darwin and Alice Springs, has helped over 35 young people get jobs, a drivers licence, find housing, secure access to personal information, complete training courses and get essential health care.

## Alternative Care Services

We offer 25 short - medium term placement options for older children and young people in the care system in fully staffed residential services operated from 5 quality properties located in Alice Springs, Katherine and Darwin. We focus on providing a homely environment, good nutrition, cultural affirmation, therapeutic interventions and positive behaviour plans. In 2012/2013, 155 placements were provided.

Our work in the Alternative Residential Care area has grown in the past 12 months. These critical services help alleviate the load on the Department Children & Families and families under stress. We provide families and foster carers with the security of knowing young people are well cared for by experienced staff.

In addition to the two long term services The Depot - Darwin Alternative Care Service and Child Youth Residential Support Service in Alice Springs we now operate the:

- ✿ **Katherine Alternative Care Service**, which opened doors in November 2011. This 6 bed facility is the first residential care service in Katherine. The goal is to provide increased local placements in Katherine in order to reduce placement drift to Darwin.
- ✿ **'Cultural Healing Alternative Care'**, based in Darwin, is an innovative pilot launched in October 2011. It is designed to cater for the complex needs of targeted young people in care involved with the juvenile justice system and other young people as vacancies emerge.
- ✿ In June 2012 a contract was finalised with the Department of Children and Families to develop new **'Family Group Homes'** in Katherine and Alice Springs. 'House Parents' will be supported by casework staff and a Program Manager. Up to 24 longer term placements will be provided for children/young people including sibling groups. 4 homes (2 in each region) will cater for up to 6 children each, providing long term stability and care in a home like environment for children/young people who cannot return to their family home.



### Deadly food & Moves

This project based at The DEPOT in Darwin helped embed better nutrition, food growing and garden care practices within our Alternative Care services. Children, young people and staff learnt about growing fruit and vegies in the tropics. Our 'garden champions' will be sharing their knowledge as new services are established.

## Mental Health Initiatives

### The Voice Project

Funded by the Federal Attorney General's Department / Proceeds of Crime stream, this project focused on providing direct counselling services to 150 young people who were victims of crime. We raised awareness of the impact of street crime, assault, 'glassing', bullying, domestic violence and sexual assault and the need to provide therapeutic early intervention services focused on recovery from trauma. Training for practitioners was provided on youth friendly practice, early intervention strategies and how to encourage help seeking behaviours in young people.

### Therapeutic Crisis Intervention (TCI) Training

For 5 years Senior Program Manager Julie Rothall has delivered TCI training to Alternative Care and Youth Accommodation staff. Training encourages the development of communications skills and a consistent and positive approach to working with young people.

With 2 newly accredited staff and co-training agreements in place we are expanding TCI training to regional centres of the Northern Territory.





## Headspace Top End

This service is part of a national youth mental health initiative founded in the evidence based early intervention movement. The focus is on addressing mental health concerns amongst young people and improving access to primary health, alcohol & other drug services and education and employment resources through co-location. Anglicare NT is the lead agency of a local consortium comprised of the Department of Health - Mental Health Division, Danila Dilba Health Service and the General Practice Network of the NT. Assistance was provided to over 1200 young people, with over 4400 occasions of service. This youth friendly space in Palmerston provides a unique co-located setting for services focused on young people's health and wellbeing. Highlights from the year are:

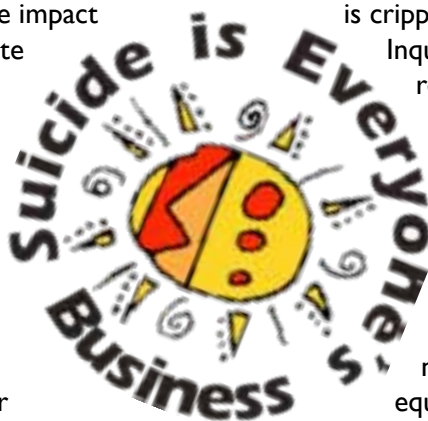


- ✿ Providing a fortnightly counselling outreach service to Kormilda College.
- ✿ Launch of an outlet for 'CLINIC 34' a government operated sexual health clinic; this is critical work as rates of STI's are high in the NT amongst young people.
- ✿ Community awareness sessions on Youth Mental Health provided to selected schools, festivals and events.
- ✿ Working with young people to support the 'Skin Deep Network' which raises awareness about Eating Disorders and resources needed.
- ✿ Convened a forum so young people could talk directly to the NT Government Select Committee of Inquiry into Youth Suicides in the NT.
- ✿ Mental Health & 'Wellbeing Camps' conducted with Indigenous young women in Nhulunbuy.

## Top End Suicide Intervention Awareness & Training

The TESIAT Project deliver critical training to urban regional and remote communities. Sadly, completed and attempted suicide rates are high and remain a major concern for Territorians. Too many young people, adults and now children are taking their own lives. The impact is crippling as families and whole communities struggle with grief. The 2012 NT Senate Inquiry into Youth Suicide released the report 'Gone too Soon.' It makes substantial recommendations, we remain optimistic the NT and Federal Governments will combine efforts and take further action. However, Government alone cannot mitigate the risk of suicide – 'Suicide is Everyone Business'.

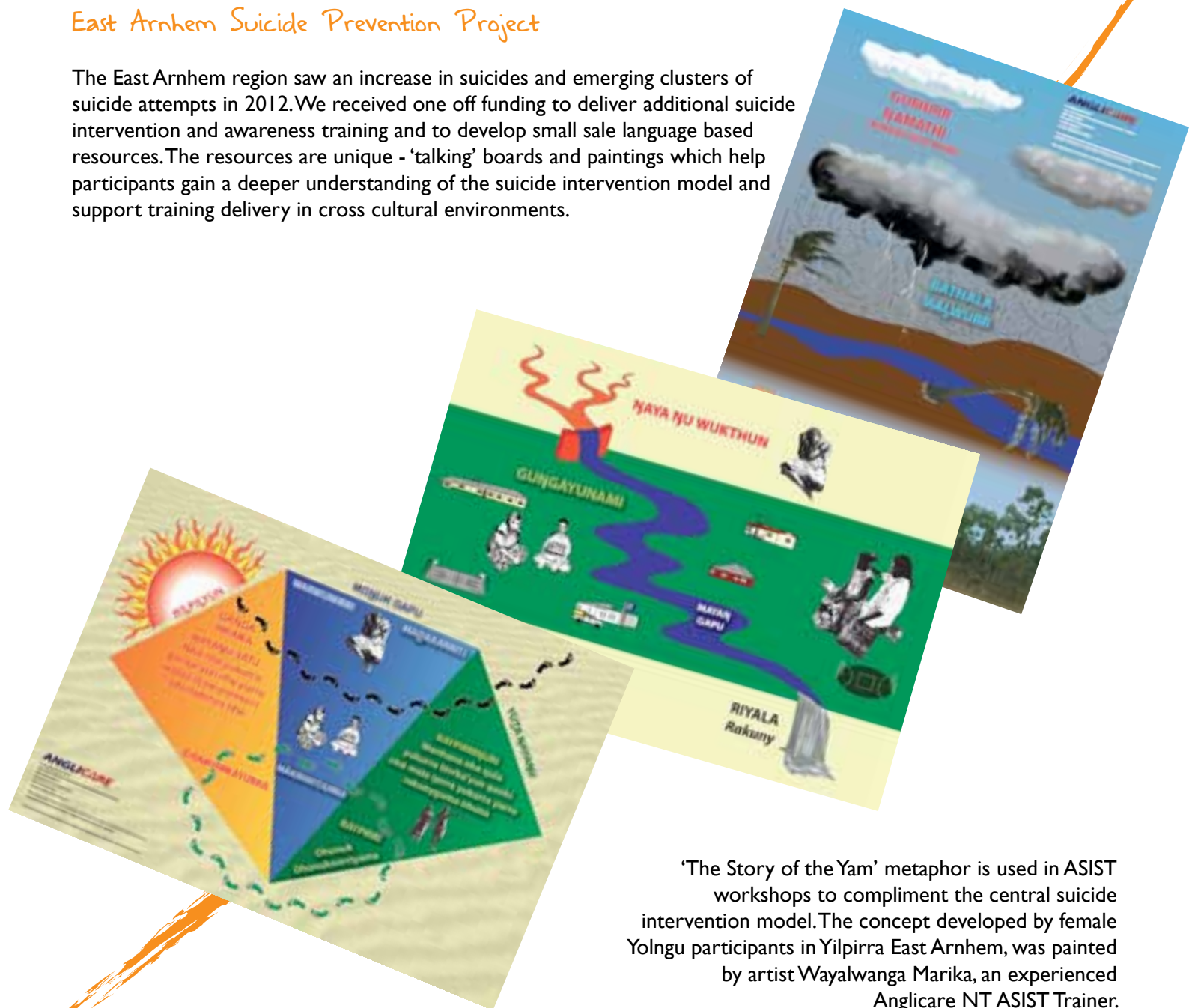
Anglicare NT has worked for over 15 years to build community awareness and capacity to take action when concerned that someone is suicidal. Suicide Intervention & Awareness training is a protective factor - building skills, confidence and support networks. Evaluations confirm people trained are more confident and better equipped to help someone in need. This work is headed up by long term employee Senior Program Manager Ms Sandi Ford and a small team of dedicated trainers. In this 12 months alone, 610 people have been trained through 37 workshops, conducted in Darwin, Katherine, Nhulunbuy, Angurugu, Numbulwar, Maningrida and Gunbulyanya communities.





## East Arnhem Suicide Prevention Project

The East Arnhem region saw an increase in suicides and emerging clusters of suicide attempts in 2012. We received one off funding to deliver additional suicide intervention and awareness training and to develop small scale language based resources. The resources are unique - 'talking' boards and paintings which help participants gain a deeper understanding of the suicide intervention model and support training delivery in cross cultural environments.



'The Story of the Yam' metaphor is used in ASIST workshops to compliment the central suicide intervention model. The concept developed by female Yolngu participants in Yilpirra East Arnhem, was painted by artist Wayalwanga Marika, an experienced Anglicare NT ASIST Trainer.



# East Arnhem Early Childhood & Children's Services

## Playgroups in Numbulwar, Milingimbi and Ngukurr

Operating Playgroups in very remote Aboriginal communities requires resourcefulness, dedicated local staff and flexible Early Childhood professionals who can guide program development and build staff capacity, good linkages with education & health, a stable venue, equipment, and a long term vision. The central ingredient is community support. 20 Aboriginal women employed in Playgroups came to our 3rd Remote Playgroup staff training annual Forum in May. Staff have created the motto 'STAY & PLAY' as a way to help parents understand Playgroup is an important and intentional way to spend time with young children. Over 350 children and adults have attended playgroup sessions which operate during school terms.

## East Arnhem Communities for Children

Anglicare NT is the Facilitating Partner for the East Arnhem site, one of the most challenging service delivery regions in Australia. We deliver direct activities and sub-contract work to key Community Partners. A resource unit provides program development advice, staff training and support to Community Partners. The focus is on improving the health and well being of families with children 0-12 years and building child friendlier communities. 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 are key drivers. Key achievements this year are:

- ✿ Direct client work, group work and training has been provided to over 1800 children and adults in the region.
- ✿ The Family Skills Facilitator Service now operates in Milingimbi, Numbulwar, Angurugu, Umbukumba, Gunyngarra and Nhulunbuy.
- ✿ The evidence based Family and Schools Together (FAST) parenting program has been rolled out to 4 communities. Coaching parents, and supporting children to refocus efforts on schooling.
- ✿ A range of Mums & Bubs Groups, Healthy Eating and Nutrition Projects have been implemented in 7 remote communities.
- ✿ The Play & Learn Support (PALS) program has supported 2 Playgroups on the small homeland islands of Milyakburra and Langarra and trained professional and para-professional early childhood/health staff and parents/carers.
- ✿ The PALS Resource Kit was completed and launched. This unique culturally sensitive conversation tool using bush tucker and hunting tracks helps parents gain a deeper understanding of brain growth, neural pathways, child development milestones and strategies.
- ✿ The development of a Community Plan 4 Children in Milngimbi has commenced. This will gather children's voices, parental and community aspirations and create pathways for children's input into broader planning processes and improvements in service responses.





## East Arnhem Carer Respite Service

This is the anchor regional service for Carer Respite/Care Recipient Support responses and plays an important role in the health and wellbeing of some of the most vulnerable Territorians. There is a serious lack of on the ground disability support, aged care and respite services in the majority of remote communities in the region. The role played by Anglicare NT in the direct delivery and brokering of small scale tailored off site respite and carer support options and in home support is critical. An episode of respite is often a major logistics exercise. We work closely with relevant departments, funding bodies and service providers to make the most of the resources and limited transport and infrastructure available. Carer Support forums are also provided and we convene the Regional Respite Interagency Network. In the past six month alone over 14500 hours of respite care was provided to over 50 Carers and 50 Care recipients.

## Young People with Severe & Profound Disabilities

This small service provides critical targeted respite to families with an adolescent child/young adults at the higher end of the disability spectrum. Age appropriate activities are also made available through our youth services and school holiday programs. This year we undertook a special 'get away' to Cairns for Care Recipients this received great feedback and we are exploring ways to finance this trip as an annual event.

## Respite Children 0- 15 years with Disabilities

We offer a limited respite service to families with children with disabilities living in the Gove Peninsula area. This service augments the support arrangements in place through primary and secondary schools and enables Carers to have a few hours free to attend to other family business.

## Nhulunbuy Based Operations (East Arnhem)

A range of integrated services operate from our busy hub in Nhulunbuy, some cover the East Arnhem region, others focus on the Gove Peninsula area. Some services are directly managed in the region whilst others involve out posted workers resourced through Darwin. This is a culturally and geographically complex region with a highly dispersed population base. The region has experienced major changes to local government structures, federal and NT Government policy directions and has a forever changing landscape of service providers. We are committed to working with communities and residents of this region to ensure our services are responsive, accountable and make a difference. Anglicare NT has maintained an operational base in Nhulunbuy for over 18 years.

## East Arnhem Mobile Carer Respite Service

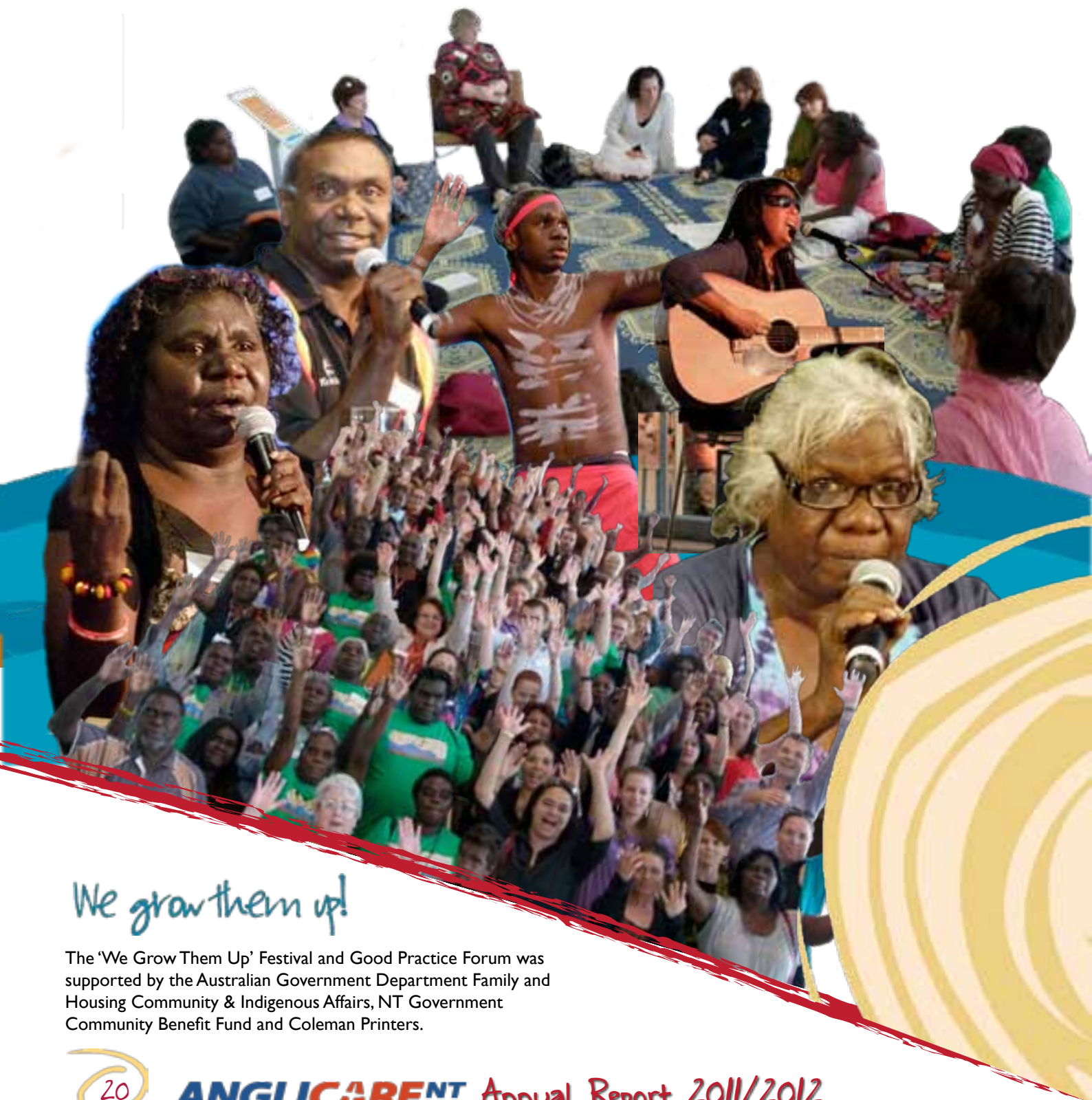
This involves two workers, a well equipped 4 x 4, and a trailer and lots of travel on bush roads to remote communities and homelands in the region to offer targeted Carer Support, Respite Services, social outings and activities for Carers. Staff work closely with Shire managed Aged Care Services and the NT Aged Care and Assessment team. The work often involves helping Carers get proper financial support, liaison with relevant authorities to secure house modifications and mobility equipment and ensuring carer and care recipient health needs are met.

## Mental Health Respite Service

Caring for someone with a mental illness is hard, it gets even harder in isolated regions with limited access to Mental Health professionals and support services. This service provides targeted assistance to Carers and Care recipients and works closely with Top End Mental Health Services. Care Recipients are sometimes supported to travel to care arrangements in different locations to give the Carer and sometimes a community a break, alternatively both the Carer and Care Recipient might 'take a break' in our small Respite Unit which is maintained in Nhulunbuy.

## East Arnhem Early Childhood & Children's Services 'We Grow Them Up Festival'

The 3rd 'We Grow Them Up' Festival & Good Practice Forum was held June 2012 at the Darwin Convention Centre. The Forum focused on sharing learning's, showcasing initiatives and hearing community voices from the region. Over 180 people attended presentations, yarning mats, talking circles and workshops. Feedback has been positive, with working relationships between people and organisations strengthened, spirits lifted, new resources shared and emergent leadership given an opportunity to shine. With representation from over 20 remote communities and all NT regional centres, the forum has harnessed regional efforts to improve the health and well being of children and families. We acknowledge the hard work of the organising committee and Festival Coordinator. The photo journal below helps tell the story.



*We grow them up!*

The 'We Grow Them Up' Festival and Good Practice Forum was supported by the Australian Government Department Family and Housing Community & Indigenous Affairs, NT Government Community Benefit Fund and Coleman Printers.



## Young Carer Respite Program (East Arnhem)

With the aging, disability and health profile of the East Arnhem region many young people have to assume a carer role, often for multiple adults and/or siblings. This small scale service works through schools and NT Aged and Disability teams to identify Young Carers. Regular newsletters are distributed and support groups held on the Gove Peninsula. An annual 'get away' excursion provides Young Carers from remote communities with a unique chance to have a few days with other Young Carers to build peer networks and undertake exciting age appropriate activities and to have a break. Each year young carers experiences are documented into a 'scrapbook' as a memento for participants.

## Youth Drop In & Activity Zone (YDIAZ)

YDIAZ offers youth friendly activities, 'drop in' sessions, developmental group work activities and key events. This ranges from supporting the establishment of sports teams, youth forums, running holiday workshops, National Youth Week activities, 'cooking sessions', 'drumbeat workshops', movie nights, camps and youth information days. Activities are held with young people from the communities on the Gove Peninsula including Yirrkala, Nhulunbuy, Gunyangerarra and Wallaby Beach. Programs are guided by a youth reference group and input from community leaders. Over 300 young people participated in activities this year.

## ReConnect 'Linking Young People, Families & Communities'

This youth homelessness early intervention program works with young people, their families and communities to keep young people connected. Case management, engaging group work programs and community building activities are provided. Along with a combination of other key agencies we have also supported a local School Board to explore responses to the serious issue of petrol sniffing. ReConnect works closely with families experiencing relationship pressures and struggling with keeping their adolescent children on track. ReConnect has also worked with young people from Yirrkala Community Education Centre to establish a school community garden and get disengaged young people back into school.

## Youth Action Plan (Gove Peninsula)

Gove Peninsula is comprised of Nhulunbuy as a regional administrative centre, the mine operation and Aboriginal communities. The population is around 70% Indigenous, young and mobile. It is a place of strong cultural traditions, a high profile, and attracts a lot of interest from departments, for profit providers and non-government organisations. Anglicare NT was selected to undertake consultations and develop a Youth Action Plan. A lot of funding goes into the region; there are many new providers and continuing serious youth issues. We wanted to hear young peoples and community voices and develop a more integrated approach to responding. The messages are clear and with over 250 young people talking we need to listen: young people want themselves and their families to be safe, young people want enough food and are concerned about the future and young people worry about their friends.

## Other Programs

You'll read about a range of services and program streams in this annual report. The services below also work out of the Nhulunbuy based operations hub. The workers are 'outposted' and part of program streams which have their main centre in Darwin. You'll find more details about these in other sections of the report. Importantly all staff have the benefit of locally based regional management, whilst specialist supervision is provided to maintain program integrity.

### Money Matters

Financial Counselling Service (East Arnhem)

### Resolve

Counselling & Mediation (Nhulunbuy Outlet)

### Communities for Children

Family Skills Facilitator Service (Gove Peninsula)

# Executive Manager Counselling, Community Services & Housing Report Kate McGarry



## Alice Springs Communities for Children Initiative

The Communities for Children Initiative in its second full year of operation partnered with a range of organisations to deliver services to children and families across the Alice Springs community. Communities for Children activities provided services to over 700 people (parents and children) in Alice Springs. The key activities of the Initiative are:

- ✿ After School and Holiday Program with Tangentyere Council in the town camps of Karnte, Hidden Valley and Larapinta Valley.
- ✿ Kwatja Etatha Playgroup with Lutheran Community Care operating 5 mornings a week providing early childhood play experiences for 0-5 year olds with their carers
- ✿ Holding Children Together with Relationships Australia NT providing a children's counseling service focusing on issues of grief and loss and trauma for children across Alice Springs.
- ✿ Mwarre Families with Tangentyere Council has focused on the development of a 10 module parenting program developed in the town camps using a methodology where the program is developed as it is delivered.
- ✿ Ingkenteme Arrernte Cultural Education Program (Culture and Bush School) with Akeyulerre Healing Centre providing opportunity for children and young people to reconnect to their country, learn about their country and hear the sharing of Elders.
- ✿ Nutrition for Life with Australian Red Cross and Tangentyere Council providing a train-the-trainer program in the FOODCents health eating program to build the capacity of the community service sector to ensure healthy nutrition programs are embedded in client practice and programs.
- ✿ Play in the Park is an Anglicare NT Communities for Children Initiative collaborating with other agencies to provide a positive early childhood play experience for parents and children in the highly frequented public parks of Alice Springs.
- ✿ Sector Capacity Building undertaken by Anglicare NT through the quarterly newsletter, development, maintenance and publishing the Community Services Directory, coordinate Children's Week Events, partner to deliver professional development and training such as Building Bridges Out of Poverty, hold the Children's Week Expo.
- ✿ Facilitate the Communities for Children Reference Group bringing together community organisations, government and the community to respond to issues associated with children's and families needs in the Alice Springs region.



## Money Matters

The Money Matters team provides a range of financial counseling, financial literacy and micro-finance services across the Northern Territory with service delivery in East Arnhem communities, West Arnhem communities, Darwin, Katherine and Alice Springs. This far-reaching program partners with a broad range of funding bodies.

In the 2011-2012 year two new partnerships were formed with Centrecorp Aboriginal Foundation to expand the No Interest Loans Scheme (NILS) in Central Australia and with the Brotherhood of St Laurence to deliver the ANZ Saver Plus Scheme.

The Centrecorp Foundation articulate one of their goals is: To enhance the capacities of Aboriginal people to participate fully in vocational, professional, commercial, cultural and social life. This goal sits well with Anglicare NT's commitment to financial inclusion services such as NILS.

The integration of financial counselling with the financial literacy and micro finance services provides a comprehensive service for clients seeking assistance with financial stress.



## Program

## Client Numbers

Indigenous Money Mentor	353 clients
Step Up – Microfinance program	231 clients with 77 loans approved
Saver Plus – microfinance program	19 clients
No Interest Loans Scheme	116 clients with 61 loans approved
Financial Counselling	1086 clients



## Katherine Office

Anglicare NT has provided services in Katherine for over 15 years. A number of services are either outposted or provide a visiting service to Katherine – this includes financial counseling, victims of crime counseling service, and the Community Visitors Scheme. The township and region of Katherine continues to experience many social issues. Katherine has the highest rate of homelessness in Australia and is in need of additional services to support the fast growing population.

### Employability:

This Disability Employment Service is a long standing Anglicare NT service continued to provide an employment and training support program to people in the Katherine region who have a disability. This service encourages those who often find the job market and demands of training difficult to negotiate. The support, assistance and advocacy provided by Employability enables many people to gain access to participation in our community through work and study.

### HIPPY

Home Interaction Program for Parents and Youngsters

HIPPY has had a fantastic year with 25 families joining on as HIPPY families and undertaking the modules. This program focusses on strengthening the parent / child relationship through early learning activities undertaken week by week at home by the 3-5 year old and the parent.



## Alice Springs Region

A diverse range of services are provided through our Alice Springs offices. Opportunities to work in the Alice Springs community continue to grow. The housing upgrade projects on town camps initiated by the Alice Springs Transformation Plan were completed this year. While this significant project has increased housing options homelessness and overcrowding remain major concerns in this region. Across Alice Springs Anglicare NT provides Specialist Homelessness Services, Out of Home Care and Youth Services, Financial Inclusion services and a range of NT Wide services such as Community Visitor Service, Prison Chaplaincy and Victims of Crime Counselling.

A highlight of the year was participation in the Anglicare Australia Food Insecurity Project with the results published in the State of the Family Report. This project revealed the ways in which people continue to struggle to have enough to eat. This project has supported the Australian Council of Social Services advocacy work on how Income Insufficiency contributes to poor outcomes for individuals and families.



# Darwin Community Services

## Disability and Aged Care

The Darwin Community Access Service has undertaken a range of quality improvement activities and has strengthened Anglicare NT's relationship with the Michado Joseph Disease Foundation. Two camps for clients have also been trialled. A camp was held at Belyuen in September 2011. Through this, four people with a disability had the opportunity to experience a range of skills development activities as well as experience the pleasure of a different environment and the changed social opportunities that a camp provides. These camps occurred due to the commitment of the team who provided some of their time as volunteers.

## Disability and Aged Care

Home and Community Care: LinkCARE and Transport Service

LinkCare provides case management, in home support and socialization activities for frail aged people from Non-English Speaking Backgrounds. The culturally diverse staff group provide a needed link for this potentially isolated group. The weekly fitness group at the CDU gym has had life-changing benefit for many older people whose personal fitness had declined. The LinkCARE fitness program has improved their daily life by increasing mobility, agility, reducing pain and increasing social connectedness. 4,944 trips were provided over the 2011-2012 year through the HACC transport service. Enabling frail older people to access needed medical, allied health and other services. The growing population of older people living in the rural areas provides a challenge, however, for these most isolated frail older people this service may provide their only opportunity to access services.

## Refugee and Migrant Settlement Services

RAMSS continues to provide a much needed case management service to newly settled refugees and migrants. Following the initial settlement period where people are supported by Melealucca Refugee Centre, those in need of continued support are referred to Anglicare NT's RAMSS service. Over the 2011-2012 year refugees were assisted to address insecure housing, domestic violence, parenting and child protection issues, financial management and justice concerns.

A range of adult focused services are provided across the Greater Darwin region through the Anglicare NT service cluster known as Darwin Community Services.

## Community Visitors Scheme

The Community Visitors Scheme has undergone a rebuilding process over the 2011-2012 year. Our volunteer base is back up to 70 active visitors who provide a needed friendly visiting service to socially isolated frail aged residents of the Northern Territory's residential aged care services. The 8 residential aged care services based in Alice Springs, Tennant Creek and Darwin/Palmerston identify those residents who would benefit from a friendly visit at least each fortnight. Volunteers are recruited, trained and then matched with residents. These friendships provide great benefit to the residents social and emotional wellbeing.

## Coordination of Prison Chaplaincy

Anglicare NT facilitates chaplaincy services to the Alice Springs and Darwin Correction Centres through the two Coordinating Chaplains. These Correctional Centres have seen an increasing number of inmates. The incarceration rate of Aboriginal and Torres Strait Islander people in the NT is many times higher than that of other jurisdictions in Australia. The Coordinating Chaplains role in the midst of this pressured system is to facilitate church services and prayer, and to facilitate visits of pastors, priests, monks and Imams. The Coordinating Chaplains also provide opportunity for Sorry Business for inmates to pay respect and mourn the passing of family members, bible studies, individual prayer, meditation, baptisms and this year one wedding.

# Homelessness Services

Across the Northern Territory there is a housing shortage and housing affordability remains an issue. This impacts on housing overcrowding, and homelessness. In turn, this can lead to domestic and family violence, poor health and nutrition, unemployment and poor school attendance for children.

Anglicare NT has an ongoing interest in supporting young people, individuals and families through their experience of homelessness. Across the Northern Territory we provide a range of services such as short to medium term housing, and education about money management and tenant obligations. With funding from the Northern Territory Government our footprint has expanded in this critical area of service delivery.

## Families in transition

In Darwin, Katherine and Alice Springs, Anglicare NT provides supported accommodation for up to 66 families on any one night. Through the mix of housing stock available families vary from 2 member families to 10 member families. Families find themselves vulnerable to homelessness for a variety of reasons but usually it is due to violence at home or the need to relocate to be closer to medical services. Families are supported to develop their household management and tenancy skills and explore options to secure long term housing.

## Vulnerable Tenancies

In Darwin and Alice Springs urban area and Town Camps Anglicare NT provides a tenancy support program, which provides a case management service as well as tenancy skills development in 162 households at any one time. Many families become vulnerable to losing their Territory Housing tenancies due to debt, maintenance issues, or unsustainable visitor numbers. Our staff provide assistance to families to help resolve these issues which often seem insurmountable at the time. Through needs assessment, developing agreed action plans and consistent support, families regain control of their circumstances, avert eviction and grow their confidence in dealing with life's challenges.



Garaworra



## Tenancies in transition

Over the last 2 years Anglicare NT has provided the A Place to Call Home program in Alice Springs and Darwin. This headlease program targets individuals or families who are on the Territory Housing Priority Housing Waitlist and who are keen to transition into an independent lease with Territory Housing. While many clients experience success in transitioning to their Territory Housing lease, the stress many families experience makes it difficult to move on to unsupported housing.

## Opening of Garaworra

Garaworra is a Larrakia word for source of water or spring. The Garaworra site is on Larrakia land and is situated at the source of the Rapid Creek water system (Berrimah).

This new purpose built managed accommodation service for families was opened in March 2012 by then Minister of Housing Chris Burns and Bishop Greg Thomson. This service represents a new model of service delivery in the specialist homelessness service system, working with families who are on the priority housing waitlist 6-9 months prior to their allocation coming up. This intensive support service means that families exiting Garaworra move into public housing with effective support frameworks in place.

## Katherine Family Accommodation Service

This year the Katherine Family Accommodation Service has focussed on upgrading the 9 Territory Housing properties used for the purpose of housing homeless families. One property has had a full renovation, with other property upgrades including improved cooling, outside areas, interior paintwork etc. The difficulties of gaining access to appropriate and affordable housing in Katherine continue. No new stock has been constructed in this region for many years, with the current stock very old and in need of significant continuous repairs. The Katherine Family Accommodation Service continues to advocate more broadly for the needs of families experiencing homelessness in the region.



Resolve is Anglicare NT's cluster of family relationship, mediation and counseling services working with children, young people and adults across the Northern Territory. A signature aspect of Resolve's work is child inclusive practice which ensure children's voices are heard through our integrated service delivery framework. In 2011-2012 over 1700 people were seen through Resolve's services.

**Victims of Crime Counselling service** – provides a trauma informed counseling service for those who have experienced a crime related trauma event. Over the 2011-2012 year Anglicare NT has consolidated service delivery in Alice Springs and commenced a monthly visiting service to Tennant Creek and continues to provide the service in Darwin, Nhulunbuy with a visiting service to Katherine.

This year a number of impactful community traumas unfortunately occurred, staff were able to work with other agencies to provide information sessions to parents and other professionals about the impact of trauma related crime on primary victims, secondary victims and the broader community. The rate of interpersonal violence continues, resulting in the need for greater awareness about how trauma impacts on people's lives in both the short and long term.

**Parenting Programs** – supporting the development of positive parenting skills is a key focus of Resolve's work with families. This work has taken many forms over the year from one to one skills development focusing on specific needs of children and parent, to group work sessions utilizing different approaches. Parenting programs are provided in partnership with Residential Alcohol Rehabilitation programs, Domestic Violence services, and with asylum seekers held in detention.

**Parenting following separation** - is a transition stage for all family members sometimes requiring specific support where there is a high level of ongoing conflict between parents. Effective two-way communication between separated parents makes the transition to a separated family less impactful for children and for the parents. Through the family mediation process our mediators work to support positive communication pathways for separated family members. Building Connections has commenced for separated parents. This is a psycho-educational program which assists parents to look at separation from the child's perspective.

**Resolve in the Regions:** We continue to provide a broad range of counseling and parent support services in the Nhulunbuy area. With many specialist services in the region being FIFO services, we are fortunate to have two counselors based on the ground.

Resolve provides a high quality critical service for individuals, children and families in need of additional support and assistance through a strengths informed practice framework in our counseling, parenting skills development and mediation services. The capacity of our Resolve team has grown this year with some restructuring of management roles enabling a more effective support and supervision structure to be in place. Anglicare NT is fortunate to have a group of skilled and dedicated practitioners.



## Business Development Manager's Report Dean Fraser



The role of Business Development Manager commenced in May 2011 with a broad range of responsibilities. The management and Board of Anglicare NT identified a need to oversight a range of functions across the organisations including coordination of tender preparation, supporting new services and projects during implementation, undertaking service review and evaluation, mentoring staff and further developing the Community Enterprise ( Donated Goods ) Program.

The past 12 months have been a period of substantial growth for the organisation resulting in a range roles and functions being fulfilled by the Business Development Manager.

Additionally, expenditure on our two OpShops in Darwin and a rebranding of the shops to 'ReStore' has resulted in a vastly improved experience and excitement for customers, staff and volunteers. Feedback has been overwhelmingly positive and we look forward to expanding our community enterprise services and further increasing volunteer support across the organisation. In the past 12 months, volunteers in our OpShops have contributed close to 8000 hours of work.

We have grown our wholesale business over the past 12 months, supporting small opshop enterprises on Aboriginal communities by selling pre-sorted stock. This is exciting as it provides a real connection to remote communities and a familiarisation with other Anglicare NT services for people living in communities. The Business Development Manager has also undertaken a project management role and assisted in establishing the new suite of youth services in Katherine.

With the many challenges ahead, the role of the Business Development Manager will continue to support the Executive Managers in the development of new business, program design and new service implementation.

Anglicare NT has benefited from over 12000 hours of volunteer effort in total over the past 12 months. Our volunteers, from a range of circumstances have visited people in nursing homes, supported clients in our seniors programs, served customers in opshops, packed clothes to send to remote communities, helped out with administration and events, and assisted with our grounds and gardens. We thank you for your tireless effort.





# Shared Services Manager's Report Jerry West

## Our People and Culture

### Staffing

Anglicare NT staff numbers reflect continuing growth over 2011-12, reaching a headcount of 257 at the end of this period. Our employment type comprises 53% full-time, 19% part-time and 28% casual staff. Just over half (55%) our people are based in the Darwin/Palmerston region, with 10% based in Katherine, 16% in East Arnhem and 18% in Alice Springs.

Our gender balance is 74 % female and 26% male and 17% of staff identify as Aboriginal or Torres Strait Islander. Our staff are also culturally diverse with 68% speaking English as their first language and another 53 first languages spoken, including 3 Aboriginal languages.



### Culture and Staff Feedback

Our culture continues to be strongly caring and values based. It is influenced by our organisational values of caring, integrity, professionalism and empowerment, our standards around processes, services, child safety and protecting vulnerable people, by adopting a strengths based approach. It is also reflected in feedback from staff. Areas that rated highly in our 2012 staff survey are our people's motivation and commitment; that they like and have a strong camaraderie and friendliness with the people they work with; that team members respect each other's differences and backgrounds; and that they would recommend Anglicare NT to a friend or relative seeking employment.

We have also adopted the FISH! Philosophy, as a way to build stronger relationships with our team members. The FISH! Philosophy promotes four interconnected practices:

- |                      |  |
|----------------------|--|
| Be There             | - be emotionally present for people                                  |
| Play                 | - tap into your way of being creative, enthusiastic and having fun   |
| Make Their Day       | - find simple ways to help people in a meaningful, memorable way     |
| Choose your attitude | - take responsibility for how you respond to what life throws at you |

Our values, standards and approaches are introduced to staff and volunteers at their corporate induction and workplace orientation and integrated into Anglicare NT's processes and practice generally.

### Celebration

We recognise and celebrate our people's achievements. We are very proud to congratulate nominees and winners the 2012 Northern Territory Volunteer of the Year Awards, namely:

Beverly Henwood (Community Visitor scheme) - Most Valuable Volunteer Certificate  
Graham Pedder (ReStore) - Most Valuable Volunteer Certificate  
Maria Nardone (ReStore) - Most Valuable Volunteer nominee  
Robert Lovren (Community Visitor scheme) - Medal for Volunteering Service nominee

Our congratulations also go to Robert Lovren and Phillip Harris (CVS), who were both awarded their 15 year service pins, and Melinda Moore (CVS) her 1 year service pin during our National Volunteers' Week celebration.

## Learning and Development

We continue to invest strongly (1.2% of salaries) over the year in training and professional development. Corporate training included induction and orientation, workplace health and safety, first aid, safeguarding children, cultural awareness, office skills, management skills, strengths based approaches, ASIST, domestic violence, while professional development included tertiary courses for a number of staff and range of practice and competency related courses and workshops.

## Support

Our Chaplains, Bishop Clyde Wood in Darwin, and Archdeacon Bob George and Locum The Revd. Paul Robertson in Alice Springs provide pastoral care to volunteers and staff, with a focus on spirituality within the life of the organisation and linkages to Anglican parishes and schools. Staff, volunteers and their families also have access to counselling and a range of other services through an Employee Assistance Program.

## Organisational development

Anglicare NT's Quality Improvement and Risk Management Committee is overseeing several projects aimed at improving NT governance, administration and performance. The projects include improving risk and quality management and internal reporting, and commencing the process of becoming a Child Safe Organisation.

### Staff by location by employment type, June 2012

Location	Full-time	Part-time	Casual	All
Ludmilla	47	16	17	80
Wanguri	15	11	6	32
Parap	10	1	5	16
Palmerston	9	4	1	14
Katherine	9	1	16	26
East Arnhem	9	8	25	42
Alice Springs	37	7	3	47
	136	48	73	257
Total June 2012	(53%)	(19%)	(28%)	(100%)
Total June 2011	101	40	74	215

### Gender and Aboriginality by employment status, June 2012

	Full-time (% of all FT)	Part-time (% of all PT)	Casual (% of all Cas)	All (% of Total)
Female	92 (68%)	41 (85%)	58 (79%)	191 (74%)
Male	44 (32%)	7 (15%)	15 (21%)	66 (26%)
Indigenous	12 (9%)	6 (12%)	25 (34%)	43 (17%)

A circular portrait of Peter Smith, a middle-aged man with grey hair, smiling and wearing a light blue button-down shirt. The background of the portrait shows green foliage.

## Report from the Finance Manager Peter Smith

The growth trend experienced over the past two years continued in 2011-12 with an additional \$5 million turnover compared to 2010-11 (\$14.066 million). Since the 2008-09 year turnover has increased by just over 70%, from \$11.051 million to just over \$19 million. Staff numbers in June 2012 were 257 compared to around 145 in November 2009.

The benefits arising from the upgrade of the Sage ACCPAC ERP financial management system, the adoption of the Standard Chart of Accounts and the reconfiguration of the account code were realised during the 2011-12 year. We engaged a new Sage ACCPAC service provider during the year, signing a 12 month subscription arrangement with Micro Channel Services which includes priority help desk support plan and access to its business systems consultants. Their consultants extensive knowledge of Insight report writing give us the ability to rewrite and/or upgrade our existing report formats according to internal and external requirements.

In addition to upgrading our finance management system over the last year we released new financial policies, appointed new auditors, Edwards Marshall and with advice from the Audit and Risk Management Committee (ARMC) developed a comprehensive suite of financial, risk management and quality improvement reports. Using these reports the ARMC is able to monitor our financial position, review program performance, appraise our risk management and ensure the various standards across the organisation as reported on by third parties are met. The ARMC Chair, in turn, reports to the Board indicating the committee's opinion on all matters it considers.

The immediate past two external audit management letters have been critical of our controls around asset identification and management. We have acted on shortcomings identified in these reports by installing software designed to control and manage Anglicare NT's consumable items that have values greater than \$500 or are susceptible to theft or loss due to their portable nature and attractiveness for personal use or resale.

Since July 2011 we have been considering taking our IT network into a hosting arrangement as offered by our long term service provider, Area 9. Infrastructure Hosting is described as a way of delivering higher levels of security, availability, scalability and flexibility of business IT infrastructure with minimal or no capital outlay. A Hosting & Managed IT Service Agreement is close to being signed by both parties and we expect to be in the new environment by the beginning of the second quarter of the 2012-13 year.



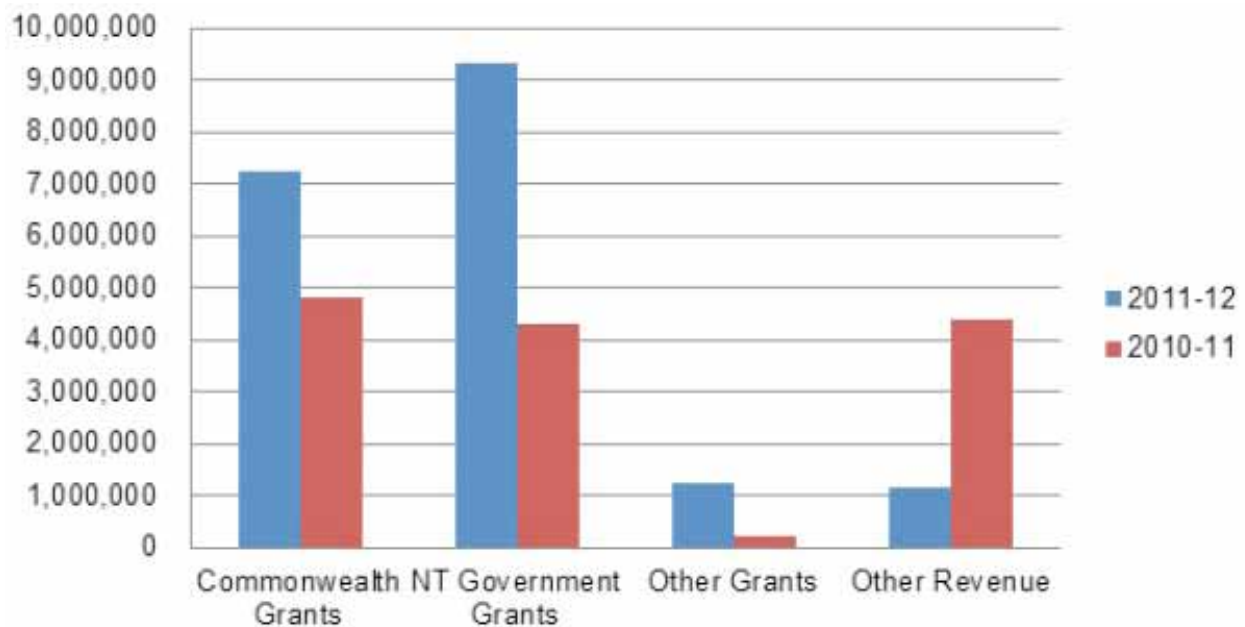
The increased program activity has affected Finance's ability to provide a strong, purposeful corporate infrastructure to match the expansion. Activities requiring Finance attention in the immediate future include :

- ✿ The continued development and maintenance of financial policies and procedures utilising a records management methodology adopted across the organisation.
- ✿ The implementation of an appropriate contract management system.
- ✿ The development and application of suitable finance models for the deployment of capital funds in ways that affirm the growth is sustainable.

Anglicare NT is appreciative of the significant financial support it receives from the Territory and Federal Governments and other funding activities. We are also grateful to those individuals, businesses and Parishes who remember us in their donations and support.

Peter Smith  
August 2012

## Funding Sources





## 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, which comprises the statement of financial position as at 30 June 2012, 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 financial report has been prepared by the Board of Anglicare NT based on the requirements of the Associations Act and Regulations of the Northern Territory as described in Note 1.

#### *The Responsibility of the Board 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 and the requirements of the Associations Act and Regulations of the Northern Territory and is appropriate to meet the needs of the Anglicare NT and for such internal control as management determines 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 entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstance, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Anglicare NT, 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 8138 1111  
f +61 8 8138 1101  
w [edwardsmarshall.com.au](http://edwardsmarshall.com.au)



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 2012, and of 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 the 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 and Restriction on Distribution*

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. Our report is intended solely for the Board members and the various Commonwealth and Northern Territory Government Departments that provide funding to Anglicare NT and should not be distributed to or used by parties other than the Board members, relevant Government Departments and the Synod of the Diocese of the Northern Territory Incorporated.

  
Edwards Marshall

Chartered Accountants

  
Jamie Dreckow

Partner

Adelaide  
South Australia

Dated 28/10/12

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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



# Finance Report

## Statement of Financial Position

	2012 \$	2011 \$
Current assets		
Cash assets	672,287	436,414
Trade and other receivables	792,086	1,521,480
Other financial assets	11,389,609	8,463,990
Total current assets	12,853,982	10,421,885
Non-current assets		
Property, plant & equipment	1,351,617	968,747
Total non-current assets	1,351,617	968,747
Total Assets	14,205,599	11,390,632
Current liabilities		
Bank overdraft	133,526	
Trade and other payables	1,531,544	762,046
Grants received in advance	5,565,739	4,424,744
Provisions for leave	863,835	709,716
Total current liabilities	8,094,644	5,896,506
Non-current liabilities		
Provisions for leave	388,263	257,532
Total non-current liabilities	388,263	257,532
Total Liabilities	8,482,907	6,154,038
Net Assets	5,722,692	5,236,594
Equity		
Accumulated funds	4,730,174	4,274,448
Reserves	992,518	962,146
Total Equity	5,722,692	5,236,594

## Statement of Comprehensive Income

	2012	2011
	\$	\$
Revenue	18,932,973	13,719,543
Interest Received	374,429	275,927
Other income	72,601	70,434
Total revenue	19,380,003	14,065,904
Less expenses		
Employee related expenses	11,277,086	8,284,857
Administration	1,432,499	1,016,750
Assets < \$3,000	364,737	241,361
Client Services	609,691	487,360
Consultancy Fees - Brokerage	1,881,819	841,632
Depreciation	384,267	465,547
Insurance	30,555	29,638
Premises	1,462,207	1,092,140
Loss on Disposal of Assets	0	116,578
Motor Vehicle Costs	378,983	255,160
Repair & Maintenance	412,779	267,767
Travelling and Conferences	645,833	311,754
Total Expenses	18,880,456	13,410,545
Surplus for the year	499,547	655,360

## Statement of Cash Flow

	2012	2011
	\$	\$
Cash from operating activities		
Receipts from operating activities	22,774,253	14,268,957
Payments to suppliers and employees	(19,386,224)	(12,768,158)
Net cash provided by operating activities	3,388,029	1,500,799
Cash flows from investing activities		
Payments for property, plant and equipment	(813,749)	(613,717)
Proceeds from sale of property, plant and equipment	79,256	147,416
Interest received	374,429	275,927
Payment for other financial assets	(2,925,618)	(1,325,372)
Net cash used in investing activities	(3,285,682)	(1,515,746)
Net decrease in cash held	102,347	(14,947)
Cash at the beginning of the financial year	436,414	451,361
Cash at the end of the financial year	538,761	436,414