



Anglicare NT

RESPECT • FAIRNESS • COMMUNITY

ANNUAL REPORT 2014





Anglicare NT

RESPECT • FAIRNESS • COMMUNITY

Our motto

Respect: We demonstrate a deep respect for our clients' strengths, culture and abilities and a genuine commitment to listening.

Fairness: We believe in the principles of equality and affirmative action. All children deserve a good start in life. We strive to see barriers of inequality removed. We all have a responsibility to take action for a fairer society.

Community: We are committed to supporting people in the context of healthy relationships, neighbourhoods and communities. A good life includes connection to others and the ability to give and receive support.

Our vision

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

Our purpose

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

Guiding principles

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

Credits

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Anglicare NT acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners and Custodians of this land. We pay our respects to their history, their living culture and their Elders past and present.

2013-14 Annual Report

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When we grew up

Territory a bush outpost no more

Our history

We share our story with you as part of
Anglicare NT's 25th anniversary celebrations

THE ANGLICAN CHURCH'S INVOLVEMENT in the provision of social services began in Central Australia in 1941 with the establishment of hostels in Alice Springs to accommodate children from remote areas.

In 1989, a few grassroots services in the Top End – food for homeless people, accommodation for remote residents receiving hospital treatment, and alcohol counselling on Groote Eylandt – came together under the name Anglicare.

With growing need and support from the community, Anglicare expanded its operations in the 1990s, adding to

its Coconut Grove offices and starting up family mediation, youth housing, disability services and aged care services.

In 1998, Anglicare played an unscheduled but important role in helping victims of the Australia Day floods in Katherine, and the following year collected and distributed donated clothing and personal items to hundreds of refugees flooding into Darwin from the conflict in East Timor.

In 2002, Anglicare Top End amalgamated with Anglicare Central Australia. At the time of the amalgamation, Anglicare Central

Australia was providing disability, education hostel, youth and financial counselling services. Anglicare Top End provided family counselling, family mediation, youth housing, disability services and aged care.

The new organisation was called Anglicare NT which continues today seeking to make a lasting difference in the lives of Territorians.

After 12 more years of expansion, we are now celebrating 25 years of Anglicare in the Top End, and running over 85 services with over 300 staff and 150 active volunteers. ■

1989 – 2002

When we grew up

Territory a bush outpost no more

FAR RIGHT: An historic day... then SA Premier John Olsen with then NT Chief Minister David Burke and Prime Minister John Howard in Alice Springs for the signing of the Mabo agreement.

RIGHT: Palmation in 1983



Tent City sprang up on the outskirts of Darwin to accommodate the people who fled East Timor

SOMEHOW, 1988 and the years before it seem like a long time ago. Certainly, many things seem to be very different now.

Some of the big differences are achievements which didn't make many headlines, such as the virtual elimination of leprosy which for a century had been a dreadful scourge we did not want to confront.

Would any food industry person ever have dreamed that the end of the 20th century the Territory would be a food and beefed wire, and that the Top End would actually have to import cattle to meet offshore demand?

Or that Veevey would not be a player in the Territory industry? It has not been easy for some of our other industries, such as tourism and mining.

We are no longer the only Outback destination. We are no longer stuck to the Territory to buy our materials.

Despite economic steps and starts, there are more Territorians than ever. Now, there are more than 250,000 of us.

More and more of us are making a total commitment to the Territory, buying homes here, sending our children to school and university here and retiring here.

One day, Marshall Perren, it probably soon responsible for a more robust and in public affairs.

He took over as chief minister in July 1988, and immediately began to implement a strategy to keep politics off the front page.

He didn't entirely succeed, but certainly there was a perception that there was a perception of the ship of state.

Established stepped off the agenda until the Commonwealth's over-riding of our environment has made it plain that the Territory was still in a very inferior constitutional position.

That revived the debate, which eventually went nowhere because as a referendum Territory was not a statehood on the table proposed by then Chief Minister Shane Stone.

Our new Parliament House was not without critics of its architecture and cost, but it was a symbol of a Territory looking ahead, for the first time or more.

Chris Martin did what most had said was impossible. He was not getting the A13 dispersing the assumption that the CLP was the Territory's natural ruler.

The perennial debate about Aboriginal affairs did not go away, but it did take some new directions. There were also that in future there will be no discussion about Aboriginal lives, and has about land.

Some very old promises have been kept since 1988, perhaps not in their original terms. Now we are getting a railway from Alice Springs to Darwin.

The debate built-up real did make a difference, especially to Palmation, which is own right.

In 1997 Darwin showed Australia, indeed the world, what a waste of money it was when the Territory's emergency relief operations.

The Katherine floods had earlier shown just what an environment could do, in one we might ever forget.

We lost many of our pioneer and characters.

We won't forget them, in spirit by their example, we will go on making history.

About the authors

The 19 years since February 8, 1989 when the first issue of the Northern Territory News appeared, has seen the Territory at last achieve its destiny, rise up to its promise.

After 19 years and countless beginnings, steps and starts, opinions, civil commotions, wars, and worst of all, other half-centuries, the Territory had still not grown to stand on its own feet.

We do not pretend for a moment that everything

which happened over the last half century was perfect. Certainly, there have been many mistakes, many frustrations, many setbacks, that positively forward, at an un-expected time.

What has struck us more than anything else as we have researched the years since 1989 is that the Territory was not just a bush outpost, it was a place where people had come to live and build a future for themselves.

They feel they were con-

tributed to a great enterprise, and we think they are right to feel that way. We are very grateful to the many people who shared with us, and who have helped us to build a better future for the Territory. We will all make better decisions about our future if we know and understand our past.

We are very grateful to the Northern Territory News for enabling the task to be done.

— Peter and Sheila Forrest



COVER PICTURE: Chris Wauchops. **PICTURE:** CLIVE HITE. **INSET:** Some of Chris Wauchops's friends, the Adams family at Alice Springs during World War II

EDITORIAL

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TOP END CUT OFF BY FLOOD



A tourist later escaped when his four-wheel-drive plunged into this hole in the Stuart Hwy north of Katherine yesterday. Picture: PETER BENNETT

Evacuations as Katherine River rises

BY GREG THOMSON
Hundreds of people were evacuated and the Top End was cut off yesterday as the Katherine River rose to peak at 20m at 10pm, recording the one in 100 year flood level.

Almost 3000m of rain was dumped on Katherine Plains from Sunday to 1pm yesterday.

The rain was produced by the remnants of Cyclone Ian, which moved the Gulf of Darwin, along the coastline with damaging rain and 100km/h winds.

At the Katherine River yesterday, the 10m mark is RAAP point (10m) and the office was among the first Katherine.

The worst drainage system collapsed and RAAP teams began sandbagging above including Katherine's main street.

Deputy Chief Minister Mike Rann was among the first to arrive at the office was among the first Katherine.

crime Ties shops and offices to threatened by flood waters. Mr Reed said old timers told him they had never seen Katherine River rise so close.

Continued Page 4
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Anglicare NT has been there to help the Top End through some tough times, including stepping up when the East Timorese refugees needed a safe place to go in 1999 (left), and helping the victims of the Australia Day Katherine floods in 1998 (right).



Chairman's message

Richard Giles reveals his highlights of the year at Anglicare NT

IT GIVES ME GREAT PLEASURE TO BE INTRODUCING the 2014 annual report, in my second term as Chair of Anglicare NT, since taking on the role following the departure of Bishop Greg Thompson.

It's been another great year of expansion and development of services, and it's exciting to see the organisation growing in size and in the number of services. Not only are we doing more things, we are doing them better, which can only be a positive thing.

The growth of the organisation over the last five years has seen us double turnover and almost double our staff, so we've had to develop new systems and infrastructure for functions such as accounting and HR, in order to support that. The organisation is thriving and we're in a good position to expand even further as opportunities arise.

As well as growth, one of the year's highlights for me has been the approval and launch of our Reconciliation Action Plan. It is an important part of our strategic plan and I congratulate all the staff involved.

I'm also excited about the launch of our new headspace work which expands our role within the mental health area. On top of the counselling and support we provide, we now have clinical services to offer under the leadership of new Executive Manager Mental Health and Wellbeing, Karyn Cook.

For me, the most rewarding thing about my role is seeing the wonderful work done by staff such as Deputy CEO Ann Buxton, my fellow board members and CEO David Pugh. I'm in awe of them all, and being able to occasionally take the lead in the role of Chair has been a fantastic and exhilarating challenge for me.

Our goals include continuing to be an effective leader in the area of social services in the Northern Territory, and continuing to raise our profile in the areas where we work. I believe we are effectively achieving these goals and making a difference for our clients. ■

– Richard Giles, Chair



“Not only are we doing more things, we are doing them better, which can only be a positive thing.”

CEO's report

David Pugh thanks his hardworking and committed staff for making Anglicare NT what it is today

THE NAME ANGLICARE WAS FIRST USED IN THE Northern Territory in 1989, when the organisation was first called Anglicare Top End. Anglicare Central Australia was formed soon after, and the two amalgamated to form Anglicare NT in 2003.

This year as we celebrate 25 years of Anglicare in the Northern Territory, we are very conscious that we are also celebrating and strengthening the links between our daily practical work and the values of the Anglican Church.

The Anglican Church is a very practical church. Wherever it developed churches, practical services to support vulnerable people also began. Today we celebrate the fact that those few fledgling practical parish-based support programs have become a flourishing community service organisation employing more than 300 staff across the NT.

Anglicare NT's staff come from diverse faith backgrounds, but they are all committed to implementing practical help in the context of the values of the Anglican Church.

In a recent discussion, staff identified the kinds of values that penetrate their daily work:

- Valuing life and the whole person
- Respect for people, their strengths and capacities
- Respect for all cultures, elders and traditions
- Creating a welcoming and accepting environment
- Expressing the Jesus values of compassion, patience and integrity
- Creating genuine connections between people and communities
- Holding hope and aspirations for all our clients and communities



“Today we celebrate the fact that ... we have become a flourishing community service organisation employing more than 300 staff across the NT.

In our work across the Northern Territory we are confronted by the daily reality that many Territorians have large challenges and hurdles. Our aspirations that people may live 'life in all its fullness' is confronted by poverty, neglect, homelessness, disability, mental health problems and relationship turmoil. Supporting staff, providing training, supervision and operating procedures are critical components of ensuring staff can sustain effective work. This year, for example, we have entered into a contract with the Australian Childhood Foundation (ACF), a national leader in understanding child trauma and counselling. ACF are working with seven of our youth teams to train and mentor staff and to assist with case reviews.

Beyond our practical work, Anglicare is also working with government and other partners to coordinate and strengthen the service system. No organisation can work in isolation to address the major challenges facing our communities. We have taken a strong role in planning for children's services, out-of-home care, homelessness, youth services and in partnerships with Aboriginal community controlled organisations.

Thank you to all who have partnered with us this year – clients, volunteers, church members, agencies, public servants – who all assist us to make a difference. Our staff and Board of directors are enormously committed and skilled and we look forward to continuing to strengthen our services to the Northern Territory in the years ahead. ■ – David Pugh, CEO



(From left) David Pugh and Anglicare NT Board members: the Honourable Jane Aagaard, Leeanne Zamagias, Janie Mason, Steve Rossingh (Executive Manager Corporate Services), Richard Giles, the Very Reverend Dr Keith Joseph and MunLi Chee. Board members not pictured here are Bishop Clyde Wood and Greg Buxton.



Anglicare NT

To mark the 25th anniversary of Anglicare in the Northern Territory, we celebrate 25 great things about this amazing organisation

9. The organisation receives its funding from trading income, donations and government grants.
10. We operate across 29 sites, including Nhulunbuy, Ludmilla, Parap, Palmerston, Coconut Grove, Wanguri, Berrimah, Katherine and Alice Springs.
11. In August 2009, we commenced running playgroups in the remote communities of Numbulwar, Milingimbi and Ngukurr.
12. Our 25th Anniversary Year was launched by long-serving Board member Ralph Hutchins on April 11, 2014 at Ludmilla.
13. We have made a firm commitment to reconciliation via our Reconciliation Action Plan, which was launched earlier this year.
14. 22% of our staff are Aboriginal or Torres Strait Islander.
15. We are one of the 40 member organisations of social advocacy network Anglicare Australia.
16. In 2013-14, we provided services to around 40,000 people, ranging from op shop customers to at-risk young people in intensive 24-hour support.
17. The Anglican Church's involvement in the provision of social services began in Central Australia in 1946 with the establishment of hostels in Alice Springs to accommodate children from remote areas.
18. Four staff have worked with us for 15 years or longer – Ellen Sercombe (22 years), Ann Buxton (18 years), Jenny Neil (18 years) and Danielle Taylor (15 years)
19. Income in 2013-14 was nearly \$23,750,000.
20. In 2013, we signed 'Principles for a Partnership-centred approach for NGOs working with Aboriginal organisations and communities in the Northern Territory'.
21. To assist in service provision, Anglicare NT owns or leases 62 laptops, 104 mobile phones and 96 vehicles ranging from small sedans to long wheelbase 4WDs and 18-seater buses.
22. Our volunteers provided an estimated 12,000 hours of service in 2013-14.
23. The first Director of Anglicare NT was Brian Hall who was appointed in February 1989. He was replaced in November 1990 by Peter Fisher who went on to serve in the role for 10 years.
24. Resolve Family Counselling and Mediation services commenced work in 1991 with funding aimed to reduce youth homelessness by working with families in conflict.
25. We opened our regional office in Nhulunbuy in 1994, closely followed by the commencement of services in Katherine in 1996. ■

Our amazing volunteers

**Anglicare NT recognises and thanks the volunteers
whose dedication and effort speaks volumes**

ANGLICARE NT HAS MORE THAN 250 VOLUNTEERS WHO give up their own free time to help with the work that we do. “They have an amazing impact on the organisation,” says Julie Hoare, Manager of the Social Enterprises program, who oversees the recruiting of volunteers for the Ludmilla and St Peter’s ReStore op shops and Ludmilla grounds. Volunteers may be from the general public, professional or non-professional backgrounds, the job seekers stream or community work placements. Some are people on return to work plans that may have been injured and are unable to return to their prior jobs. They could be a new citizen, who wants to improve their English. All of them want to give support where their help is needed. That’s why they choose to volunteer for Anglicare.



As part of National Volunteer Week in May 2014 - a week in which organisations across Australia pay tribute to their volunteers - Anglicare NT put on an afternoon tea for its hardworking volunteers. This included staff from the op shops, members of the Board, administration support and the Community Visitors Scheme.

Also joining in from the Alice Springs and Katherine offices were the Home and Community Care and Meals on Wheels volunteers, plus volunteers who have worked on one-off events over the year.

The atmosphere was fantastic, with a real sense of camaraderie among the volunteers old and new.

“I love the volunteers’ stories. I love what they bring,” says Julie. “Everyone has a skill, regardless of their work history and life experience. »»



Our volunteers were celebrated during National Volunteer Week in May 2014.



“I love the volunteers’ stories. I love what they bring.”

– JULIE HOARE, MANAGER SOCIAL ENTERPRISES

» “All have different approaches, so it’s exciting to engage that. We’ve have some amazing volunteers in the op shops who really embrace the challenge.

“There are lots that are young and have had no workplace history, so it’s great for them to develop and learn from individuals that may have had 30 or 40 years work experience in a high profile career. It is a unique opportunity for them to be mentored, gain skills, work as a team and know that all of their time supports us to make a difference to someone.” ■



Thank you to the
10+ Club

Anglicare NT would like to say a huge thank you to its longest serving staff members

The 10+ club hall of fame 2013

Ellen Sercombe
Alison King
Ann Buxton
Jenny Neil
Danielle Taylor
Wendy Scarlett

Anita Cheung
Tangi Haami
David Hayes
Rosa Malpartida
Desiree Hathaway
William Ryan
Julie Hoare
Gavin Coehn
Michelle Parker

Julie Rothall
Sandy Graham
Robyn Smith
Eric Neil
Adam Holmes
Steph Bradley



September 2013 saw the first luncheon to celebrate the dedicated and long-serving members of Anglicare NT’s 10+ Club – a club for those who have worked at Anglicare NT for ten years or more.

At Saffron restaurant in Parap, Darwin, 21 staff received certificates and were thanked for their outstanding service to the organisation by Bishop Greg Thompson and CEO David Pugh.

The longest serving staffer is Support Worker Ellen Sercombe, who has been with Anglicare NT for more than 20 years, closely followed by Deputy CEO Ann Buxton, Admin Receptionist and Financial Officer Jenny Neil and Youth Mental Health Worker Danielle Taylor, who have all served Anglicare for more than 15 years.

Anglicare NT thanks them all and looks forward to many more years with them.





Dorothy Fox, Larrakia Elder, speaks at the RAP launch.

ANGLICARE NT WAS INCREDIBLY PROUD TO LAUNCH ITS Reconciliation Action Plan (RAP) on May 28, 2014.

A RAP is a strategy to create a pathway for reconciliation with Aboriginal and Torres Strait Islander people, and Anglicare NT's demonstrates the organisation's firm commitment to being a culturally safe, respectful and empowering organisation for Aboriginal and Torres Strait Islander clients, staff and communities. The word "reconciliation" represents the deep process needed to sustain this commitment and understanding.

After committing to reconciliation in 2011, Anglicare NT handed control in 2011 of the project to Ian O'Reilly, who had previously been the secretary and president of the NT Reconciliation Council. Ian formed a working group and began the consultation process and drafting of the plan before going on 12 months' leave and handing over to David Pugh. When Ian returned, the plan had been approved by Reconciliation Australia, and 2014 saw the long-awaited launch.

The plan will run for three years, with annual reports made to Reconciliation Australia, before the next three-year plan is created.

Congruent with the RAP, Anglicare NT celebrated National Aboriginal Islander Day of Celebration (NAIDOC) in July. Anglicare NT joined the NAIDOC Darwin march under a company banner, and held a barbecue with a live band at Ludmilla head office. A team in Gove held a celebratory picnic, Katherine staff held a breakfast barbecue, while Alice Springs did a tour of cultural sites with a staff member who is a traditional land owner.

"Having executive support is critical to something like this, and we've definitely got that here at Anglicare NT," says Ian. "We have achieved a few milestones recently, including the addition of cultural leave into our conditions of employment and adopting an Aboriginal and Torres Strait Islander governance framework."

Anglicare NT has since established the Reconciliation Action Plan Implementation Committee, made up of staff, with Ian as secretary and Executive Manager Steve Rossingh as chair. The committee's role is to monitor progress in implementing the RAP, and make sure Anglicare NT stays on track working towards the common reconciliation goals. ■

The big launch

**Reconciliation
Action Plan
kicks off**



Ian O'Reilly, secretary, and Steve Rossingh, chairperson, of the Reconciliation Action Plan Implementation Committee.

“

– IAN O'REILLY

We have achieved a few milestones recently, including the addition of cultural leave into our conditions of employment and adopting an Aboriginal and Torres Strait Islander governance framework.

The Anglicare NT RAP commits Anglicare NT to 26 actions, including:

- When considering the establishment of new programs, or evaluating existing services, priority is given to working in partnership, rather than competing with, Aboriginal & Torres Strait Islander-controlled organisations.
- Both Ways Learning recognises the knowledge systems of both Aboriginal and Torres Strait Islander and Western cultures. Both Ways Learning will be utilised as an effective approach for working alongside Aboriginal & Torres Strait Islander people as colleagues and clients at Anglicare NT.
- Develop and sustain a culturally competent workforce via cultural competence training, program guidelines and policies.
- An Aboriginal & Torres Strait Islander understanding of 'family' is incorporated into our work with Aboriginal & Torres Strait Islander clients.
- Anglicare NT will create an Aboriginal & Torres Strait Islander Governance Framework.
- Ensure Aboriginal & Torres Strait Islander perspectives influence decision making at program level and at the Board level.
- Provide traineeships, work experience and information to engage young Aboriginal & Torres Strait Islander people in our workforce.

Partnering Aboriginal organisations



Anglicare NT proudly flies the Torres Strait, Australian and Aboriginal flags outside its head office.



Anglicare NT is proud of its work with Aboriginal agencies to implement the Aboriginal partnership principles

BACK IN FEBRUARY 2012, 60 PEOPLE representing 34 Aboriginal and non-Aboriginal agencies from across the Northern Territory met in Alice Springs to discuss partnerships.

A set of principles to describe how non-Aboriginal organisations can better support Aboriginal non-government organisations, and build their capacity to serve the needs of Aboriginal communities, was discussed.

In May 2013, Anglicare NT became one of the first agencies to officially commit to implementing the spirit of these principles, with the understanding that there is a need for ongoing discussion to fully explore what they mean and how



Danila Dilba
Health Service

they can work in a diverse community such as the NT. Since then, Anglicare NT has been active in supporting these Aboriginal partnership principles to become real.

In all there are 11 principles, but the following two are critical:

- Non-Aboriginal agencies will recognise the existing capacity and strengths of Aboriginal NGOs and identify how they can further contribute to developing their capacity
- Where there is an Aboriginal organisation willing and able to provide a service or development activity, non-Aboriginal NGOs shall not compete with the Aboriginal NGO but will seek, where appropriate, to develop a partnership in accordance with these principles

In June 2014, a forum was held in Darwin to again bring agencies together to develop partnerships. Anglicare NT CEO Dave Pugh spoke to the group saying: "The significance of this forum for

us mainstream organisations, is to hear directly from Aboriginal organisations about what is happening in their regions; how the NGO Partnership principles can be applied and what are the steps to take to implement these principles on the ground that will benefit the communities we serve."

Anglicare NT has a clear commitment to respecting not only Aboriginal culture but also Aboriginal self-determination - the belief that Aboriginal people should be in control of decisions that affect their lives and their communities. We are very pleased to partner agencies such as Central Australian Aboriginal Congress, Aboriginal Medical Services Alliance Northern Territory, Aboriginal Peak Organisations Northern Territory, Tangentyere Council and Danila Dilba Health Service, and the Northern Territory Council of Social Service in further developing this commitment. ■



**Aboriginal Peak Organisations
Northern Territory**

An alliance of the CLC, NLC, CAALAS, NAAJA and AMSANT

We Grow Them Up 2014



Community partners, parents, service providers and staff all gathered for the 2014 forum.

Forum brings together participants from far and wide to help share skills, knowledge and resources

BUILDING ON THE SUCCESSFUL WE GROW Them Up Forums in 2008, 2009, 2010 and 2012, Anglicare NT staff welcomed the opportunity to host the bi-cultural two-day event in Darwin in May 2014. With more than 150 people registered, the We Grow Them Up Learning Forum focused on sharing learnings about working in playgroups, early childhood, children's and family services plus community capacity building in remote Aboriginal communities of the East Arnhem region.

Run by Anglicare NT as the East Arnhem Communities For Children (EA C4C) Facilitating partner, the event brings together EA C4C Community Partners, indigenous parents, community workers and service providers with policy makers, funders and researchers to hear about what's working, learn about new approaches and share experiences. It is an enriching and inspirational look at the best ways for workers and families to 'grow up' the children in their care.

Participants in 2014 came from far and wide including East Arnhem, Alice Springs, West Arnhem, Tiwi Islands and interstate.

"It's a privilege to be able to continue the work of EA C4C, over almost a decade, in bringing people from across East Arnhem together to focus on what is going well for children and their families and what we can learn from each other," says Wendy Scarlett, Initiatives Manager EA C4C.

Keynote speakers talked about positive trends in child health in the NT as well as areas that need continued attention, the East Arnhem Regional Council iStories initiative in Angurugu, Child Friendly Communities, the Children's Ground initiative in West Arnhem Land, and app development and other initiatives being undertaken by NT Libraries.

The feedback was overwhelmingly positive, confirming the value of creating this opportunity to cross language and cultural differences in sharing success stories from East Arnhem. A highlight was having the presence of strong women and men from across the region willing to share their wisdom as elders, community

leaders, grandparents and parents of children from across East Arnhem. It is also an opportunity to showcase effective practice based on 'Two Ways' learning – a respectful learning that prioritises non-Aboriginal people learning from Aboriginal approaches, and Aboriginal people learning from western approaches.

People particularly enjoyed the yarning mats, where small groups presented examples of effective practice in early childhood development, or were introduced to new resources and viewed presentations from a range of government and non-government services for children across the NT.

Childbirth and child-rearing education strategies were covered in specific men-only and women-only sessions, and Families And Schools Together NT (FAST NT) delivered a well-received session focussed on mentoring Aboriginal workers.

One of the attendants from Alice Springs said they had "never been to something like this that really gives Aboriginal people from remote areas a voice in the work they are doing in such a positive way". ■



Joining NT
partners for
anti-violence
campaign

The White Ribbon Day Breakfast



Charlie King addresses the audience.



Breakfast attendees listening in to Reece Kershaw.

connection, the breakfast took place on Wednesday 27 November 2013 in the Kantillas Function Centre at TIO Stadium..

Executive Manager Corporate Services, Steve Rossingh, chaired

the event, and ABC Sports Broadcaster and anti domestic violence advocate, Charlie King, as well as Reece Kershaw, Assistant Commissioner of the NT Police were keynote speakers.

All attendees agreed it was fantastic to see such high profile NT organisations get together with the common goal of ending violence against women. The mix of business people, government and NGO workers and sportsmen created a real atmosphere of learning, respect and appreciation, with everyone pleased to see so many others putting their hand up to be involved. □

IN THE LEAD UP TO WHITE RIBBON Day 2013 – the male-led charity campaign opposed to domestic violence against women – Anglicare NT Settlement Worker Adam Ryan, who worked on the Refugee and Migrant Settlement Service, was at a meeting of service providers in which he found himself to be the only male.

His female colleagues were discussing the upcoming White Ribbon events and jokingly said to him ‘you’re a bloke, what are you going to do about it?’

Not one to shirk such an important responsibility Adam brought the idea to CEO David Pugh and the idea of a White Ribbon Day Breakfast was born.

In an effort to gain maximum exposure for this important event, Anglicare NT partnered with a number of other professional bodies that operate in our sector, including CatholicCare NT, Relationships Australia, and the Northern Territory Police. AFL NT also came on board with sponsorship, including cash and the purchase of two tables. To maintain the AFL

Goodbye Kate

A spirited
contributor says
a positive farewell
to Anglicare NT

THE STAFF SAID A FOND FAREWELL TO EXECUTIVE Manager of Counselling and Social Inclusion, Kate McGarry, on July 18, 2014. Kate had been with Anglicare NT for six years and was well known for her knowledge, kindness, thoughtfulness and entrepreneurial spirit.

Kate’s farewell was attended by many staff who listened with interest to her speech which told of her beginnings in the charity sector supporting the homeless in Adelaide when she was just 17, and how she went on to work for Anglicare NT and NT Shelter.

Kate brought tears to a few eyes as she sincerely thanked the corporate and administration staff who work in the background to keep the agency going. She was presented with a traditionally painted carving of an egret to remind her of her time in the Northern Territory.

We wish her all the best in her new adventure at Anglicare SA as Senior Manager Community Services. ■



Kate McGarry shares parting words.

The Quality Journey

A new approach to
implementing standards
and streamlining processes



Bronwyn Phillips is enthusiastic about improving systems within Anglicare NT.

SEPTEMBER 2013 SAW ANGLICARE NT EMBARK on a journey towards developing a quality improvement culture with the recruitment of Quality Manager Bronwyn Phillips.

Bronwyn's focus is to facilitate the process of gaining accreditation in accordance with the requirements of the Quality Improvement Council (QIC) Health and Community Services Standards. The work undertaken through this process will see the completion of foundational work on Anglicare NT's Quality Management System that will position the organisation for future development and continuous improvement in quality of our services and operations.

"My role is to facilitate the process, which includes working out the logistics, liaising with the accreditation body and spreading the word amongst the staff," says Bronwyn.

"Quality standards provide a framework for a holistic and planned approach to quality management across the organisation. They also guide us in developing our Quality Management System, which describes how our organisation is run.

That system is the sum of all the organisational systems, such as Human Resources, Finance and Client Practices, which guide us in the work we do on a daily basis.

"Every organisation has a management system, but what we are aiming for is a Quality Management System – one which is focused on achieving positive outcomes for clients and continuously improving how we do our work," says Bronwyn.

The QIC standards are grouped into three sections: building quality organisations, providing quality services and programs, and sustaining quality external relationships.

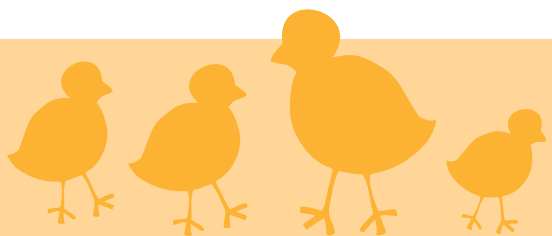
Across the organisation, many of the programs are required to comply with various national and Northern Territory standards. The accreditation project will provide an overarching system which will help demonstrate the programs' compliance with specific standards.

In June 2015, Anglicare NT is set to undergo a quality accreditation review.

A team from Quality Improvement Performance (QIP) will visit selected Anglicare NT sites in Darwin and Alice Springs. The team will review how work is done and compare it with the requirements of the QIC Standards.

"I am a great believer in quality management systems and quality standards," says Bronwyn. "The accreditation project is a good opportunity to strengthen these systems in Anglicare NT. Developing a Quality Management System contributes to the quality of client outcomes, which I find very rewarding. Accreditation also gives us an outward symbol of the good work we do and gives staff, clients, funding bodies and the community confidence in our work and the sustainability of the organisation.

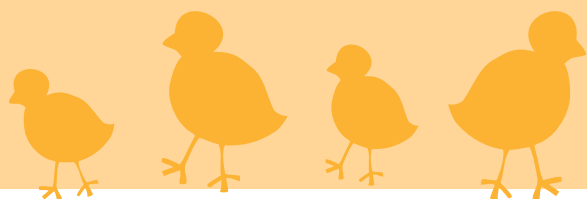
"I'm looking forward to being able to look back in five years' time and saying 'look what we all did'." ■



SAFEGUARDING CHILDREN

All staff now being trained in child safety

Bronwyn has implemented the "Quality Duck Initiative" which includes quality updates, quality awards and information sessions for staff. The initiative started from the idea that quality means 'getting your ducks in a row', and will help raise the profile of quality improvement and the accreditation project and get people thinking about it, in a fun way. Quality Duck Awards will be given to staff that contribute to building Anglicare NT's quality culture.



ANGLICARE NT IS ALSO WORKING TOWARDS ACCREDITATION to the Australian Childhood Foundation Safeguarding Children Program, a voluntary accreditation scheme for organisations working with children and young people. This program has seven standards: commitment to safeguarding children; personnel roles and conduct; recruitment and screening; personnel induction and training; involving children and parents; child abuse reports and allegations; and supporting a child-safe culture.

The accreditation comes in a three-year cycle with a quality improvement review every 12 months. All staff members are now required to complete the Safeguarding Children online training within six weeks of starting with Anglicare NT, and the organisation is working towards goals to comply with each of the seven standards.

New office in Alice Springs

Staff are brought together in central location

ANGLICARE NT OPENED A NEW HEAD OFFICE IN ALICE Springs in the centre of town in Leichhardt Terrace to house its 18 Alice-based employees. The new larger office space brought together staff who were previously in different locations around town, and the centrality of the location makes the Anglicare NT Alice Springs head office much more accessible to clients.

A staff-only launch was held in October 2013 when the Board came for their annual visit. Bishop Greg Thompson blessed the building, and speeches were made by Dave Pugh and Kate McGarry, before everyone sat down for an afternoon tea. ■



Summary of services

A full list of all the services Anglicare NT is currently running across the Northern Territory

Children's Services

Communities for Children – Alice Springs, East Arnhem
Remote Community Playgroup – Mililingimbi, Ngukurr, Numbulwar
Home Interaction Program Parents & Youngsters (HIPPY) – Katherine

Youth and Family Services

Reconnect Early Intervention – Darwin, East Arnhem, Palmerston & Rural
Youth Accommodation and Support – Darwin, Palmerston & Rural, Katherine
Youth Housing Options & Pathways – Palmerston & Rural
Emergency Relief – Darwin, Palmerston, East Arnhem
Childbirth Education & Perinatal Support – Darwin & Top End
Youth Engagement Service – Gove Peninsula
Youth Diversion – Gunbalanya, Nhulunbuy

Services for Seniors

HACC Meals on Wheels – Alice Springs, Katherine
HACC Home Support – Alice Springs, Katherine
HACC LinkCare Culturally and Linguistically Diverse Support – Darwin
HACC Transport – Greater Darwin
Community Visitors Scheme – NT wide
HACC Social, Transport & Home Support – Gove Peninsula
Aged Care Packages – Gove Peninsula

Disability and Carer Respite & Support Services

Community Access & Respite – Darwin
Community Access – Gove Peninsula
Mobile Respite – East Arnhem
Carer Respite Support – East Arnhem
Young Carer Respite – East Arnhem
Youth With Severe Disabilities Respite – East Arnhem
Mental Health Carer Respite – East Arnhem
Individual Support – Top End
In-home Support – Katherine

Financial Counselling, Literacy, Advocacy and Microfinance services

Financial Counselling – Alice Springs, Darwin, East Arnhem, West Arnhem/NW Top End, Katherine
No Interest Loans Scheme – Alice Springs, APY Lands
StepUp Loans – Alice Springs, Darwin
Saver Plus Matched Savings Scheme – Darwin
Gambling Related Financial Counselling – Alice Springs, Darwin, Katherine
Indigenous Money Mentor – Alice Springs

Mental Health & Wellbeing Services

Headspace Darwin – Greater Darwin
Top End Suicide Intervention Awareness Training – Top End
StandBy Postvention – Top End
Way Back Support Service – Darwin

Housing and Homelessness Support Services

Family Accommodation and Support – Katherine
 Tenancy Support and Sustainability – Alice Springs (Urban & Town Camps), Darwin
 Transitional Housing Program – Alice Springs
 A Place to Call Home – Alice Springs, Darwin
 Garraworra Managed Accommodation – Darwin
 OutCare Transitional Housing – Alice Springs

Social Enterprises

ReStore OpShops – Ludmilla, Nightcliff

Counselling and Mediation services

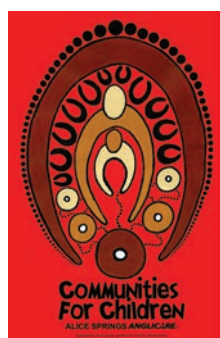
Victims of Crime Counselling – NT wide
 'For the Kids' Parenting Orders – Darwin
 Family Mediation – Darwin, East Arnhem
 General Mediation – Darwin, East Arnhem
 Family Relationships Counselling – Darwin, East Arnhem
 General Counselling – Darwin, East Arnhem

Out of Home Care (OOHC) Services

24/7 Residential Care – Alice Springs, Darwin, Katherine
 Family Group Homes – Alice Springs, Katherine
 Moving On Aftercare Support & Brokerage – NT wide

Community Engagement Services

Refugee and Migrant Support – Darwin
 Prison Chaplaincy – Alice Springs, Darwin
 YChange Youth Binge Drinking Project – Palmerston
 Indigenous Youth Engagement – Palmerston
 Volunteer Program – NT wide



Way Back offers way forward

THE WAY BACK SUPPORT SERVICE is a great new addition to the wellbeing focused programs at Anglicare NT. It specifically reaches out to those who have recently attempted suicide and have been referred by the Crisis Assessment and Triage Team (CATT) at Royal Darwin Hospital. It offers clients one-on-one support for up to three months and facilitates client access to other relevant services such as psychological support, accommodation, financial management and relationship advice.

The service is housed at the Coconut Grove office in Darwin, along with other Community Wellbeing services: the Top End Suicide Intervention & Awareness Training (TESIAT), StandBy Response Service and headspace school support.

Anglicare NT was contracted in December 2013 to work with *beyondblue* on the project, which is a *beyondblue* initiative proudly funded with donations from The Movember Foundation. A forum with relevant NT stakeholders was held in January 2013 to understand and ascertain interest for a *beyondblue* suicide prevention program. *beyondblue* were particularly interested in Darwin due to the high suicide rates in the Territory and low service uptake by clients after they leave hospital.

The Way Back Support Service commenced in June 2014 as a pilot project, and is the first of its kind in Australia. It will be comprehensively evaluated by Ernst & Young, with the intention that *beyondblue* will seek to secure further funding for a wider roll out of the program.

Senior Support Worker Gavin Coehn, a long-serving Anglicare staffer who has worked across youth services and the TESIAT suicide training service, feels that the one-on-one support for up to

New service provides support for those who have attempted suicide



The Way Back and TESIAT staff.

“ Seeing people move forward ... is the best thing about working with the service.

– KIRSTEN ROBB

three months is invaluable for a vulnerable person following a suicide attempt: “It’s voluntary, but the majority accept a good three months of support. We’re offering non clinical, every day support and people can use us as much as they need or want,” he says. “We can support people with their housing, finances, relationships – but we most definitely refer them onto medical and allied health services for their clinical support as well.”

Support Worker Kirsten Robb, who has previously worked as a sexual assault counsellor in Katherine and as a school counsellor with CatholicCare, joined the team in April 2014, and says: “Seeing people move forward, connect with the right counselling; and then seeing them celebrating some of the milestones that they meet is the best thing about working with the service.”

The team has clients come from all walks of life. “We’ve had Aboriginal, non-Aboriginal, fishermen, office workers, schoolgirls, people new to town,” says Gavin.

“A lot of attempts stem from a situational crisis,” says Program Manager Matt Davis, who

services that can assist them.”

The team works under Manager Danyelle Jarvis and has a close working relationship with *beyondblue*, who maintain a regular presence in the NT. “*beyondblue* are very engaged and invested in the program,” says Matt. “It’s been a collaboration with them setting it up from scratch, developing a manual, communicating with the health department and the hospital.”

The Way Back Support Service will be offering services until the end of 2015 and then enter the reporting phase of the project. Anglicare NT and *beyondblue* are hopeful the service will be able to secure new funding to continue beyond 2015/2016 in the NT, and the successes they have already seen demonstrate the value of the service to the community.

“We had a really isolated young man who made an attempt using an over-the-counter drug. When we met him he was homeless down at the beach. After we started working with him he stayed with the Salvation Army for a while, and linked up with some drug and alcohol programs,” says Gavin. “He went from long-grassing [sleeping outside] to getting into a supported men’s shelter, and from there was able to reconnect with his friends and ended up moving out of town.”

“People really appreciate someone taking an interest in them and pursuing them after they leave hospital,” says Matt. ■

started in March 2014 and has a history in Aboriginal mental health. “It might be a relationship break up or some change in circumstances, and there might be alcohol involved. But a lot of the time we can identify an issue that may have triggered the attempt and suggest



Proudly funded with donations from The Movember Foundation

Intervention team awarded for innovation

Anglicare NT TESIAT resources given national recognition

THE TOP END SUICIDE INTERVENTION & Awareness Training (TESIAT) team was delighted to receive an Innovation Award at the 2014 Anglicare Australia Awards in September. The team was recognised for developing unique indigenous suicide intervention resources that are now used as part of the Applied Suicide Intervention Skills Training (ASIST) across the Top End.

Anglicare NT has been delivering suicide intervention workshops for over ten years, and these resources have been a work in progress for the last seven. The TESIAT team involved in this journey has been extensive, however the North East Arnhem homelands of Wandawuy and Yilpara need special mention for their contributions to the resource development.

The TESIAT Team had been concerned for some time that their course was often delivered to Aboriginal people for whom English was a second language. Having delivered the Brisbane-developed LivingWorks resource ASIST for many years in English, Anglicare NT decided to leverage its strong presence in East Arnhem to develop resources that explain, in an understandable way, the steps for suicide intervention in the local context. Anglicare NT supported Wayalwanga Marika to become the first Yolngu ASIST trainer allowing the TESIAT team to deliver workshops in the Yolngu Matha language. Wayalwanga



was able to take the ASIST message and apply it to the Yolngu way, considering culture, country and law. This marked the beginning of the resource development.

As a result of workshops, the communities began to translate the LivingWorks suicide intervention model into Yolngu Matha and began to develop their own metaphors – such as the story of the yams and the mangrove – as a way of understanding and practicing suicide intervention and prevention in their communities. The TESIAT team developed a suite of resources such as talking mats and posters from there.

A DVD named *Galpu*, showing a region-specific suicide intervention in a local setting built on this, so people could understand the process more clearly in their own Yolngu Matha language and cultural setting. The film uses local actors to portray a typical scenario in their community.

East Arnhem has experienced some of the highest suicide rates in the world, and Yolngu communities were looking for resources that could support families on the ground. The TESIAT program, using ASIST, provided a suicide intervention framework that families could use and translate to create Yolngu-specific resources that were inclusive of traditional language, cultural values and learning styles. These represented their strength as a community in the prevention of suicide. ■



Wayalwanga and the TESIAT resources.



hYEPP gets underway

headspace adds early psychosis program to its portfolio

ANGLICARE NT IS SOON TO BE BRANCHING OUT IN A NEW DIRECTION WITH THE launch of the first headspace Youth Early Psychosis Program (hYEPP) in the NT. The official launch of the program is set for July 1, 2015, with an interim service to run from April 2015.

hYEPP is to be the first clinical program Anglicare NT has ever run, and will see medical professionals coming on board alongside the mental health staff already working in our headspace programs. hYEPP is delivered by headspace and has been developed using research and evidence provided by Orygen Youth Health, gathered through their Early Psychosis Prevention and Intervention Centre (EPPIC).

Executive Manager for Mental Health and Wellbeing, Karyn Cook, started with Anglicare NT in October 2014. Within her first week, the headspace National Youth Mental Health Foundation gave approval for Anglicare NT to run hYEPP. Her first recruit was Senior Clinical Project Officer Rebecca Halsey, who is helping to build the new team.

Karyn has a long history with young people's mental, health having worked with EPPIC (Early Psychosis Prevention and Intervention Centre) founder Professor Patrick McGorry (former Australian of the Year) since its beginnings in the early 1990s.

The existing Anglicare NT headspace service is a primary care platform which aims for community awareness and early intervention in youth mental health, and to support to young people and their families. Each year it works with up to 500 young people.

"People might be getting bullied, hearing voices, using drugs, or displaying other signs of mental health issues," says Karyn. "Or it might just be that there's been a change in their behaviour."



Karyn Cook and Rebecca Halsey are putting Anglicare NT's first medical service together.



At present, these clients are offered counselling or referrals to other services or to GPs, or alcohol and drugs services. But now Anglicare NT will also have the facility to treat people who have a first episode of psychosis or are risk of a psychosis in the age range of 12-25 years under the headspace umbrella delivered by Anglicare NT.

"Where hYEPP differs is that it's a medical model. Generally these kind of services would be aligned to a public mental health service, so it's quite a unique model. We're going to have doctors and nurses, as well as peer support workers, psychologists, social workers and occupational therapists working for us" says Karyn.

"It's not a traditional model of mental health care. It's targeted to youth between the ages of 12 to 25, and it's about working with people who are having their first episode of psychosis who haven't been treated elsewhere, or those that are at risk of developing a psychosis."

A psychosis is defined as a cluster of symptoms that causes a person to lose touch with reality and may indicate that a person is suffering from a serious mental health problem. Psychosis is an umbrella term which can be symptoms of many different mental health or even physical health conditions.

hYEPP will bring a whole new modality to the service delivery of Anglicare NT, which will come with new challenges, but will also greatly benefit the organisation.

"We have to comply with national mental health standards and all of the standards that headspace set down, which are extensive," says Karyn. "But once we have done this, we will then be able to transfer a lot of these systems into other parts of the organisation. Things such as reporting, transporting clients, dealing with complaints... so there'll be a lot of benefits."

Anglicare NT will put in a new governance structure to sustain the service, support any medical and clinical staff we employ, and protect them from liability. This will work as a sub-committee of the board.

“Where hYEPP differs is that it’s a medical model ...we’re going to have doctors and nurses, as well as peer support workers, psychologists, social workers and occupational therapists working for us.

– KARYN COOK



With Victoria, Sydney, Gold Coast and WA already having hYEPP up and running, there is support and advice on hand. Local hYEPP services will be delivered through the headspace Darwin centre as soon as a venue is leased and adapted to suit the requirements of the services.

Anglicare NT is very excited about the opportunity to make a real difference in the lives of young people with serious mental health issues in the Greater Darwin region. ■

Yes to IYSS

New service for young people at risk

ADDING TO ANGLICARE NT'S PORTFOLIO of youth services in Alice Springs, Katherine and Darwin, the Intensive Youth Support Service (IYSS) was launched at the beginning of October 2014. The service is a first for the Northern Territory, and Anglicare NT is proud to be able to work with the NT Government to pilot and shape this new approach to earlier intervention.

This program is for children and young people aged between 10 and 17 who have been involved with the Department of Children & Families, who are engaging in behaviours that place them at significant risk of further serious or emotional harm.

The intensive support provided focuses on both the individual and family members, and aims to ensure young people are given the tools and support they need to take them into a happy and successful adulthood. The approach



The IYSS team at the program launch.

builds on Anglicare NT's commitment to working in preventative and innovative ways with young people and their families.

Anglicare NT executive and operations managers joined the new IYSS teams in Alice Springs, along with Jill Faulkner from the Australian Childhood Foundation (ACF), for two days of program training before the service was officially launched on October 3, 2014. Jill and the ACF work within a Trauma Informed Framework and will provide skills development and

best practice guidelines to IYSS team members Thomas Ambrose, Carly Kennedy, Jacqueline Varghese, Tina Ah Wing, Mel Crawford, Steve Gardiner and Di Barker.

The team is excited to commence work and looking forward to seeing young people develop strong, stable relationships, connections with appropriate services, sustainable and safe living situations, and the resilience and skills to walk through life confidently. ■

Garraworra gets it right

New supported housing program is changing lives



Karen Ah Mat and her team teach their clients valuable life skills.

THE GARRAWORRA SUPPORTED HOUSING PROGRAM IN BERRIMAH, DARWIN, HAS SHOWN ITSELF to be a vital support to its clients and a real credit to Anglicare NT this year, with many success stories coming out of the project. The program underwent an evaluation between April 2013 and January 2014 to monitor its progress and to pave the way for future funding.

Those who come to Garraworra for help are people on the waitlist for Territory Housing. They are applicants who don't yet have a housing referral and/or have been identified as needing assistance to enable them to be able to sustain a tenancy.

"Some may have a previous history of bad tenancies, others may have come from a remote community and have never had a tenancy in their own right, and others may have social or emotional factors at play such as domestic violence," says Program Manager Karen Ah Mat.

This unique service allows these families to live for between three months to 12 months in purpose-built accommodation, under the supervision of a team of six, who teach them the kind of skills they need to become a good rental tenant of Territory Housing. When the team makes the decision that a participant has shown they can maintain a house in a safe and hygienic condition, are managing their financial affairs, and also understand the issues around visitor management and noise and nuisance, a reference is sent into Territory Housing who will then allocate them appropriate housing to their needs.

There are 12 dwellings at Garraworra, each with two to four bedrooms. The houses are fully furnished and clients have the opportunity to buy their own mattresses, linen and kitchen utensils in preparation for moving to their own permanent housing.

The team assesses new participants and their care of the home through daily visits during the first week. Staff look for behaviours such as taking rubbish out, mopping floors, using a stove, storing food and cleaning the toilet. Then, week by week, clients are taken through the process of thoroughly cleaning one area of the house.



"We need to keep them here long enough to bring about change that would enable them to sustain a tenancy with Territory Housing," says Karen. "It's managing money, managing utilities, learning how to clean and moving on with regard to past domestic violence and drinking issues."

"Some are gone within six months because they are just straight away consistent in managing their homes, but others are here for over a year as they need a bit more support. Often they've never had a house of their own and they're basically starting from scratch."

In October 2011, Karen Ah Mat and Ian O'Reilly (who at the time was Operations Manager for Community Services Darwin Region) were given the keys to the brand new custom-built community of empty houses and faced the challenge of starting up the service. Today, team members Karen, Sandie, Delores, Mary Anne, Dale and Phillip keep the place running, tending to the needs of clients and enabling them to build their skills.

The first participants came to live in Garraworra in January 2012 and since then more than 20 family groups have gone on to have successful tenancies with Territory Housing. The name Garraworra was given, after consultation with the Larrakia people, as appropriate for the site and what the programs aims were.

Not all participants are successful in achieving a reference and some decide public housing in Darwin may not be for them. At times it can be very trying for staff having to deal with domestic violence, visitors and, at times, participants who will resort to violence or insults. The rewards, though, outnumber the negatives, with new babies, children achieving at school and seeing people developing new behaviors and skills. Having staff based at the facility means participants are better supported and receive assistance as needed.

The team tries to generate a sense of community and cooperation at Garraworra, whilst leading the tenants towards a lifestyle that is more

independent of the welfare mentality. They find people appreciate the time and attention they receive, and often are able to deal with past traumas; it is sometimes an emotional journey for them. It is good to see participants developing their self esteem along with the other skills that will enable them to move on with their lives and sustain their future tenancies.

"People say they feel safe when they're here, and it's peaceful," says Karen.

"It's very rewarding." ■



Housing services update

Anglicare NT provides a range of services which respond to the diverse needs of people experiencing a period of homelessness, and which work with vulnerable people and families to prevent homelessness. Territory Housing has now extended funding to June 30, 2015.

Homelessness services – such as transitional housing, short-to medium-term supported accommodation, case management information and referral, tenancy support services and early intervention – are a significant feature of the work of Anglicare NT. Also, Northern Territory homelessness rates are above the national average. This puts the organisation at the centre of discussions on poverty, housing affordability, income security and other causative factors contributing to homelessness such as family breakdown, domestic violence and financial pressures.



Learning and fun in East Arnhem

Our remote area playgroups continue their good work

DARWIN

THE REMOTE PLAYGROUPS IN MILINGIMBI, Numbulwar and Ngukurr in East Arnhem are Indigenous-specific programs which have transitioned in their funding from the Department of Social Services (DSS, formerly FaHCSIA) to the Department of Prime Minister and Cabinet during 2014. Pending announcements on the Indigenous Advancement Strategy Grants Application process, funding has been continued for the 2014 year and our remote Aboriginal staff are relieved to have funding rolled over so the playgroups can continue to operate for at least the first part of the 2014-15 financial year.

In **Numbulwar**, playgroup staff and families supported the production of a Bilingual Baby Board Book in Wubuy language. Titled *Ambalaman Marrya* (meaning Good Food), the resource was produced by NT Libraries with funding through the Anglicare NT East Arnhem Communities For Children community partner initiative. The book features photos and artwork of local fruits in baskets made by local women, and scenes of the Rose River at Numbulwar, as well as paintings by Mandy Manggurra, Ivan Ngalmi and Lillian Joshua.

The launch of the book brought playgroup staff from Numbulwar, Deputy CEO Ann Buxton, Initiatives Manager Wendy Scarlett and Play and Learn Support trainers Tanya Kelly and Mandy Manggurra together with community members. Community Advisory Group members, including linguists Hilda Ngalmi and Jangu Nundhirrbala from the local school, and Leonie Murrungun, led the launch and sang the action song developed to go with the book.

ARNHEM LAND

EAST ARNHEM LAND



The Numbulwar book launch.

At **Ngukurr**, playgroup staff have been working collaboratively with the Families and Friends Together playgroup activity in various temporary accommodation venues over many years. The two activities are now happily located at the newly completed Ngukurr Child and Family Centre.

The official launch of this facility is set for 2015, but Anglicare NT Remote Playgroups staff have begun using the new facilities. Having fenced, undercover outdoor play areas, a commercial kitchen and office accommodation will be a

welcome change for the Ngukurr Remote Playgroup team.

At **Milingimbi** the remote playgroup operates from rooms in the recreation building. In addition to daily playgroup routines, a popular activity – run in conjunction with the East Arnhem Regional Shire Nutrition and Wellbeing worker – engages playgroup families in cooking and sharing foods with ingredients available from the Milingimbi ALPA store and local area to prepare meals suitable for younger children that are easy and enjoyable for parents to create. ■



Remote resource success

Play and Learn Support keeps giving

THE PLAY AND LEARN SUPPORT (PALS) RESOURCE WAS conceived as a vehicle for fostering conversations about child development pathways. Anglicare NT Remote Playgroups staff and other service providers working with remote Indigenous families and community members use it to initiate conversations about child development and to identify children who would benefit from early intervention.

PALS Trainer and Mentor Naomi Havens was engaged initially as an illustrator for the kit, but her studies as a paediatric occupational therapist combined with her experience living at Galiwin'ku on Elcho Island, and working as a health educator with Marthakal Homelands, provided her with the opportunity to learn about Aboriginal parenting styles and to further develop the resource.

Across the East Arnhem Communities for Children (EA C4C) communities, elders noted they were searching for ways to help their “children who were having children”. They recognised that young people at the start of their parenting journeys were increasingly facing challenges such as health problems, violence, instability and displacement, and many needed some extra support when they became caregivers to their own babies.

The new parents needed confidence to undertake their role as parents, plus information about child development and how they can have a positive impact in growing up their children.

The initial consultations for EA C4C highlighted the significance of shared activities as an opportunity to pass on traditional knowledge.

“A simple quote that struck me was “...the old people walk with the young people and we go hunting”, says Naomi, who went on to develop a powerful image of old and young walking together as part of the parenting resource.

A series of cards depicting East Arnhem flora and fauna, and a pictorial overview of children's skills from birth to three years of age, was developed. The resource brings together the knowledge and experience of staff from several Anglicare NT

programs including the PALS Team, Anglicare NT Remote Playgroups (Milingimbi, Ngukurr and Numbulwar), plus other early childhood health and education practitioners.

The cards can be used with individuals, groups or with families to spark discussions between elders and younger parents about their childhood memories and experiences of walking and hunting together. The PALS trainers and mentors facilitate discussion on stages of early childhood, provide information about brain development and neural pathways, and

encourage discussion around caregivers' memories of their own upbringing. All of this leads parents to recognise the significance of their own parenting, and motivation to give children the best possible start in life.

“The cards encourage caregivers to recognise their own strengths. They bring up childhood memories for the older people who pass their knowledge on. The older people teach the younger people the value of patience and self discipline,” says PALS Trainer Mandy Manggurra. “You need to sit with some of these young parents and help them see that what they do with their young children is very important.” Mandy's guiding encouragement to carers of young children is: “The little things we do every day for our children become big things for them later on.”

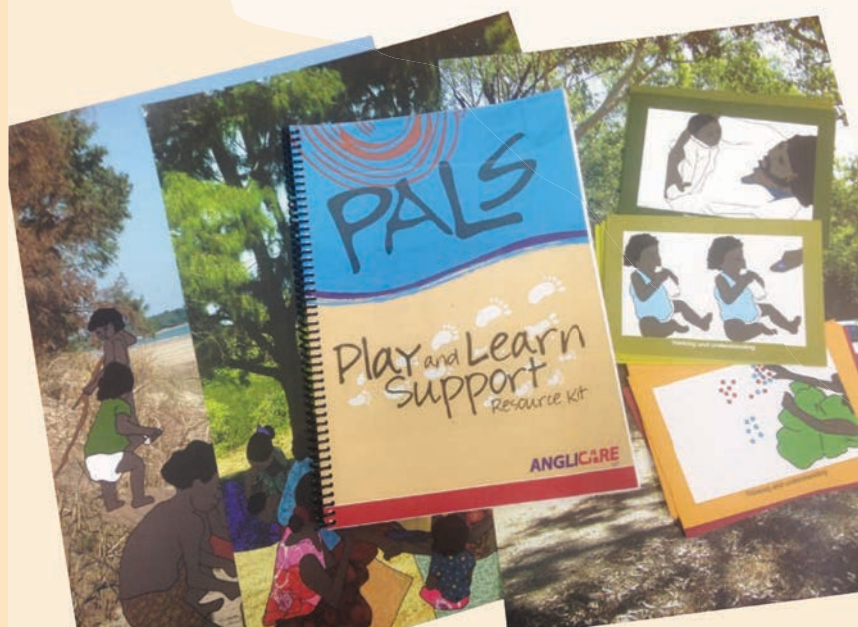
Since its official launch in 2012, the value of this resource has been recognised by service providers in other areas of the NT and Australia. The kit has been adapted for the different regions with images of flora and fauna specific to that area.

Today, more than 250 kits have been given out and the scheme is still going strong.

The PALS resource was recognised by Anglicare Australia for excellence in its 2014 awards, and by NAPCAN (National Association for the Prevention of Child Abuse and Neglect) as an Outstanding Preventative Initiative in 2013. ■

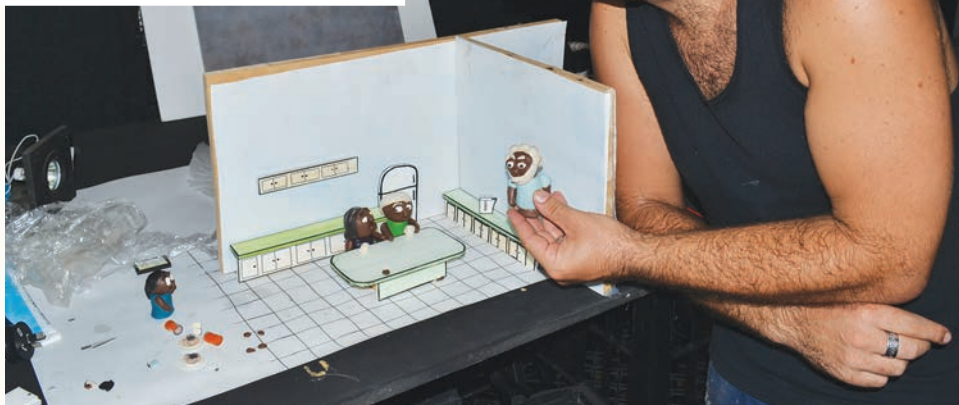
“The older people teach the younger people the value of patience and self discipline

– MANDY MANGGURRA



Nhulunbuy gets animated

Three short films are sending a message of support to remote area carers



Animator Al Oldfield with the claymation stars of 'A Cup of Tea'.

ANGLICARE NT PROVIDES A DIVERSE range of aged care and disability support programs across the Territory. In the East Arnhem region, Anglicare NT provides support and respite services to carers who regularly care for more than one person, and are often isolated and burnt out from trying to meet the needs of those in their care.

In this vast geographic region, where Aboriginal clients may only speak English as a fifth or sixth language, it can be problematic making them aware of the services on offer and how those services can be accessed.

On-site services are limited to the Gove Peninsula, so carers need to be encouraged to contact the Nhulunbuy office and arrange respite or assistance.

Anglicare NT has traditionally distributed brochures and relied on other local community-based services to explain the work of Anglicare NT across regional areas,

but it is hard to be certain that resources are reaching their intended destinations, especially with the language barriers and distance constraints involved. In addition, occasionally an Aboriginal person whose image features in the material will pass away and the brochures have to quickly be removed from circulation, often leaving the medium defunct.

After discussing the issue with a number of community members, a way of combatting access issues to carers was developed through the idea of creating a DVD using claymation animation, a stop motion animation technique with figures made out of clay.

Three storylines covering a range of respite programs were developed, with much help from local Anglicare staff, community leaders and clients. This included script development, translation of the script into both Yolngu Matha and Anindilyakwa

“Not only are these films now working as culturally appropriate tools in their target region but they have also caused a stir on the Darwin film scene.

languages, and recording the storyline in three languages. The process was coordinated by documentary maker Greg Stehle and animator Al Oldfield, who brought the stories to life.

Not only are these films now working as culturally appropriate tools in their target region but they have also caused a stir on the Darwin film scene.

All three endearing animations were screened as part of the NT Fist Full of Films Festival at the Deckchair Cinema in November 2014, and *A Cup of Tea* won Best Message Film at the festival's Golden Galah Awards.

The winning film features the heartwarming story of Betty, who spends her life looking after her husband, Fred, who has a mental health issue, as well as caring for her two grandchildren – an all too common story in the life of an Indigenous carer. Finally, over a cup of tea, a friend suggests that she should call Anglicare NT and ask for some help.

Greg Stehle accepted the award on behalf of himself, Al Oldfield and Anglicare NT's regional operations manager Sandy Graham. ■

Centre of attention

New facility supports residents of the Gove Peninsula

THE NEW ANGLICARE NT ACTIVITY centre in Nhulunbuy was officially launched on October 9, 2014.

It opened to visitors with a welcome to country, smoking ceremony and afternoon tea.

The multipurpose centre has two main activity rooms, storage, kitchen facilities and disability access. It has been designed to be a welcoming and flexible space which can be used by a range of services.

The centre will primarily be used by the Community Access Program for people with a disability, Home and Community Care for seniors, and for Youth Engagement and Drop In sessions.

"We have been working hard for years to secure an activity centre; everyone is very excited," says CEO Dave Pugh. "This centre has great potential to become a real community hub and place of connectedness, sharing and learning. It demonstrates our long-term commitment to the people of East Arnhem."

"We are really pleased to offer this new venue for use by clients and program participants who access our services from across the Gove Peninsula area. A range of scheduled group, peer support and tailored individual activities will be offered to seniors, carers and care recipients, people with disabilities and young people," says Regional Operations Manager Sandy Graham. ■



“This centre has great potential to become a real community hub ...

– DAVID PUGH, CEO



Hilltops Hoods come to Alice Springs

Hip hop group takes time out to inspire young people

THE HILLTOP HOODS ARE ONE OF AUSTRALIA'S top hip hop bands and they started their Australian tour in October 2014 in Alice Springs. Anglicare NT's Intensive Youth Support Services (IYSS) Program Manager Steve Gardiner arranged for some at-risk young people from Alice Springs to meet the band and attend the concert, with a bit of encouragement from Chief Minister Adam Giles, who was keen to make this happen for our young people.

Steve, Thomas Ambrose and Carly Kennedy (Intensive Youth Support Services team, Alice Springs) created partnerships between Anglicare NT OOHHC team, the Anglicare NT Moving On program, the Alice Springs Youth Accommodation and Support Services, the Family Responsibility Centre and the Create Foundation to identify some young people and ensure the success of the event.

The result was 17 young people met the band members, had photos taken, and attended the concert that night. The band was fantastic, sharing their stories of touring the world and inspiring young people to experience the music industry in any form. For IYSS Alice Springs, it was great to work with some of the other services in the sector and introduce the program in a positive light. ■



The Hilltop Hoods meeting young people at their Alice Springs show.

“The band was fantastic ... inspiring young people to experience the music industry in any form.”

Sharing learnings on homelessness

Alice Springs staff present case study at national conference

TO RAISE AWARENESS OF THE SOARING rates of homelessness in the NT and some of the mitigating factors as well as responses, Leigh Woolcock and Benjamin McCullagh-Denis from Anglicare NT's Tenancy Sustainability and Support Program gave a presentation at the National Homelessness Conference in September 2014 on the Gold Coast.

In Central Australia, housing stress is exacerbated by increasing numbers of homeless people seeking shelter with family in already overcrowded dwellings.

The tenants are then at risk of eviction due to severe overcrowding.

Evicted tenants may move in with other family, in turn jeopardising their tenancies. Thus homelessness becomes a further cause of homelessness.

The presentation included a case study by Benjamin depicting the complexity of a multi-generational Warlpiri family in a town camp where overcrowding, disability and homelessness placed tenants at risk of eviction. Support included a holistic approach in case managing household

members, tenancy skills development training and persistent advocacy in obtaining alternate accommodation for the homeless family members.

A strong partnership developed between the clients and the support worker where they effectively worked together to achieve support plan goals.

The presentation was well received and the positive feedback included a comment commending the evident passion and commitment of the team. ■

A client's story

Ex-prisoner turns his life around

"JOE B" WAS REFERRED TO THE OutCARE Program late on September 27, 2013. Joe had just completed 12 months of a three-year sentence for fraud. The remaining two years were suspended, meaning Joe would be on supervised release for this period of time.

Joe was not expecting to be incarcerated and had made no provision for this eventuality. Whilst in jail, Joe lost his accommodation, incurred a large debt to Territory Housing and consequently did not have an address to go to upon his release.

Joe's release date was Boxing Day, 2013, and he desperately needed to have an address by this time.

Anglicare NT's OutCARE worker interviewed Joe at the Alice Springs Correctional Centre and assessed him as suitable for the program.

Joe was an articulate and intelligent man who was teaching numeracy and literacy to other inmates whilst in jail.

Immediately after release, Joe set about locating his possessions, which he was grateful had been stored by the Anglican chaplain, Geoff Crabtree, and members of the Prison Fellowship.

“ Joe was an articulate and intelligent man who was teaching numeracy and literacy to other inmates whilst in jail.

Thanks to these people Joe was one of the lucky ones, as most prisoners find upon release that all of their valuables have disappeared or been sold, adding to their despair and frustration.

Joe took it upon himself to thoroughly clean the OutCARE House, adding items of his own in order to give the house a more homely feel. He encouraged the other tenants to assist him in redesigning the gardens surrounding the house.

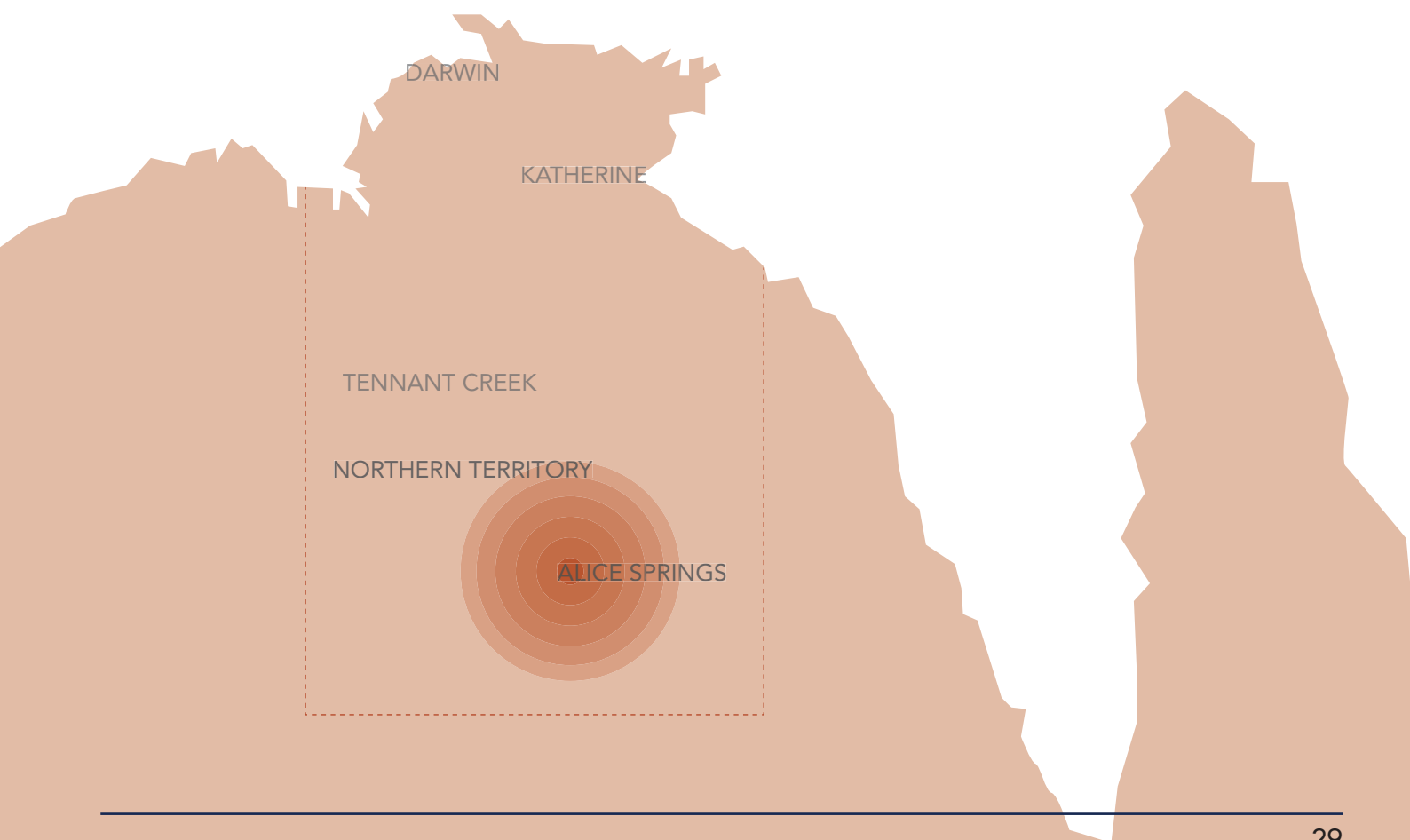
Such was Joe's prowess with the mop and broom that the OutCARE worker and manager of transitional housing, Francine Gay, asked Joe if he and another client would like to clean some empty flats on a professional basis for Anglicare NT, and the two of them went on to set up a very successful business.

By April 2014, Joe was arranging to bring his partner and child back to Alice Springs. His cleaning business was going so well that he cancelled his plans to transfer to Adelaide.

Joe was internally referred to Anglicare NT's Transitional Housing Program and accepted for a two-bedroom flat. He spent many months negotiating with Territory Housing to waive his debt, which was incurred through his unexpected incarceration, and, therefore became eligible for the housing waitlist.

Joe set up his Anglicare NT flat so well that it was used as a showroom for other tenants to see what is possible with a bit of imagination.

Within five months, Joe was happy to be moving on to a Territory Housing flat. He also recently applied for a position with a local NGO and was successful. While Joe was a low-risk client with a low chance of reoffending, the co-ordinated effort of a couple of Anglicare NT's teams made his reintegration to society a great success. ■



Getting certified

A training opportunity for youth workers

ANGLICARE NT HAS ALWAYS BEEN COMMITTED TO BEING a workplace that supports a learning environment and encourages staff in their professional development. So, when a number of spots became available to undertake a Certificate IV in Child Youth and Family Studies through the Australian Childhood Foundation (ACF), staff in the Alice Springs Child and Youth Residential Support Service (CYRSS) Program, part of Out of Home Care (OOHC) Services, were encouraged to apply.

The course was conducted over six months, requiring those enrolled to attend three days per month as well undertake assessment tasks in between each block of face-to-face learning. Four staff members took the opportunity to fit this in with their other commitments and completed the course.

At a time of fairly scarce resources in the CYRSS Program, this was a major commitment from the co-workers and organisation. The outcomes for Anglicare Youth Services in Alice Springs have been more than worthwhile. Two of the staff have now moved into different roles in a new program directly as a result of completing the course. During the recruitment process, they were clearly able to demonstrate their learning and how it is applied. A third person has also now moved into a Team Leader role within the OOHC Services and again was the obvious choice due to the further study undertaken.

Congratulations to Thomas Ambrose, Emma Craig, Carly Kennedy and Raymen Lui who all completed their Certificate IV in Child Youth and Family Studies this year. Congratulations also to Carmen Glynn-Braun who has undertaken and completed her Certificate IV in Youth and Community Studies through Charles Darwin University (CDU). ■

Seniors' wish for centre granted

Socially-isolated people enjoy a new weekly get-together

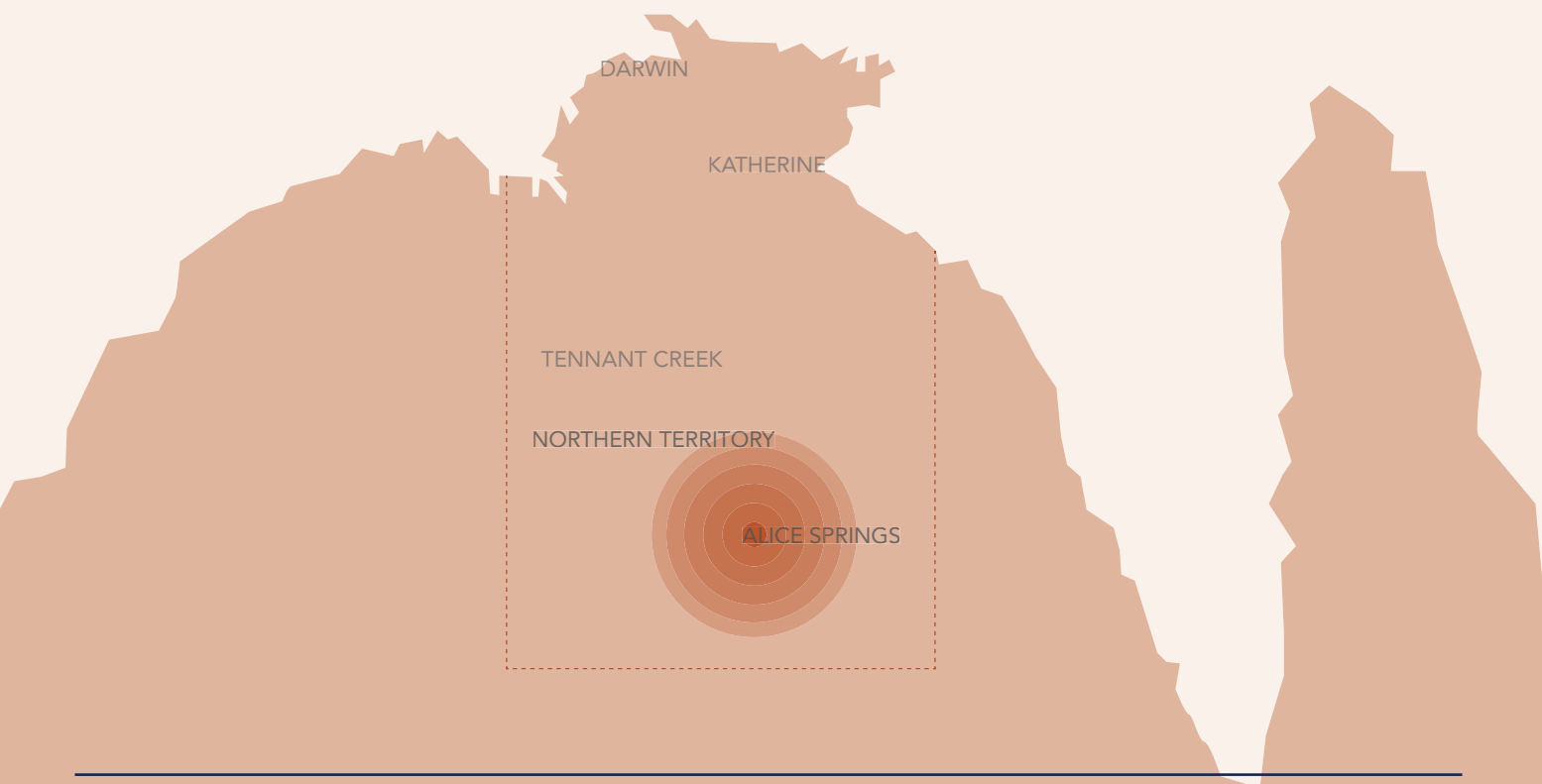
THE REMOTENESS OF ALICE SPRINGS LEAVES A LOT OF the town's older people socially isolated from family and friends, and Anglicare NT staff have been looking for ways to combat this problem.

Discussions were started in 2012, and the Anglicare NT Home and Community Care (HACC) team and Community Volunteers Scheme (CVS) staff surveyed current elderly clients about their desires and aspirations for social activities.

In 2013, Anglicare NT applied for HACC-funded centre-based daycare. This application was successful, with the funds and the program starting in August 2014.

Anglicare NT Alice Springs has used funds to start a group activity for town-based older people who meet each week for two hours, with a transport service bringing them to the centre and back home, where they enjoy a free, structured program of conversation, sharing and refreshments.

Additionally, Anglicare NT Alice Springs, has been involved in discussions with Tangentyere Council, which provides HACC services to the town camps. These discussions have led to the decision that, in early 2015, the centre-based daycare program will also be delivered in several town camps through a culturally relevant, client focused activity. ■





HIPPY helps Katherine families

Clients benefit from the perseverance of staff

STAFF AT ANGLICARE NT'S HOME INTERACTION Program for Parents and Youngsters (HIPPY), based out of the Katherine office, have seen quite a few changes over the year, with many families relocating and a few staff comings and goings, consistent with the transient nature of the much of the town's population.

Memorable moments include a staff member conducting HIPPY on the bonnet of the car for a family who were staying at Corroborree Hostel, breaking down the activities into Kriol for the family. Plus, a family who were on the point of exiting the program suddenly deciding it was something they needed to make time for and attending regular meetings.

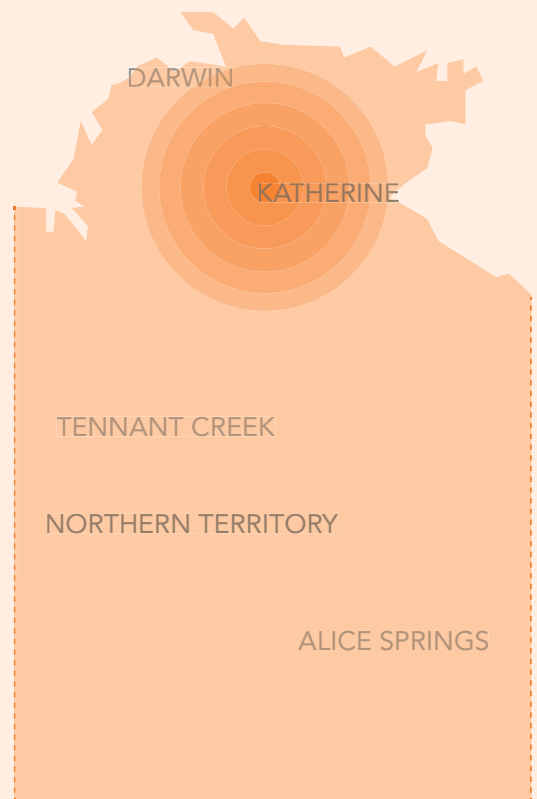
A big moment for Coordinator Heather Dingle came when she met a new client who was housed at the Women's Crisis Centre. Heather had been told the client was a hard case who had difficulty engaging, and probably wouldn't make time to see her regularly.

Heather was pleased the client engaged her in conversation at their first meet up, and as she explained the HIPPY program to her, the client gradually began to open up and tell her own story.

The client's child had been taken into care, so she decided to put herself into the Council for Aboriginal Alcohol Program Services (CAAPS) in Darwin for treatment and get herself cleaned up. Returning to Katherine, she had signed up for adult literacy and tenancy support programs, and had been housed at the Crisis Centre. After a massive effort, she had eventually regained custody of her son.

Heather was blown away by this story and told the client what an amazingly strong woman she was. Both had tears in their eyes as they acknowledged the journey this lady had been on.

The HIPPY program saw this client regularly and she communicated with them if she couldn't make an appointment. HIPPY helped with her literacy as much as it helped her child's. ■



Seeing the sights

A day of fun in Katherine



CLIENTS IN THE HOME AND COMMUNITY CARE (HACC) AND Disability in Home Care (DIHC) programs in Katherine have been getting out and about courtesy of the staff at Anglicare NT.

In May 2014, 18 clients and four staff went on a bus trip to Pine Creek, about 90km out of town. They visited the Museum and the Dam lookout, as well as having a delicious lunch at the Pine Creek Railway Resort. Clients relished the opportunity to leave town and see some local beauty spots, as many rarely get the opportunity due to physical limitations.

Later in the year, the Katherine Museum hosted an unusual lunch for 21 clients and seven staff, under a huge African Mahogany tree in the grounds of the museum. The group was treated to crocodile and beef sausage rolls, camel sausages, bush gushers drizzled with a desert Quantong Sauce, buffalo meatballs and gum leaf billy tea, all cooked on the coals of a fire at the museum. They also browsed the museum and learnt a bit about the history of the site. For isolated and house-bound clients, experiences like these supported by Anglicare NT staff make a very big difference. ■

Human resources news

Looking at the staff statistics and workplace initiatives across the organisation



During 2013-2014, our focus has been on improving our people, systems and processes. Some of the key achievements for this period include:

- Endorsement of the Human Resource Support Services (HRSS) Strategic Plan 2014-2015.
- Introduction of key organisational policies and procedures, including:
 - a new Recruitment and Selection package (policy, guideline and forms), plus review of the organisation advertising templates/strategies;
 - a Bullying, Harassment and Discrimination package (policy, procedures and form);
 - an Anglicare NT Leave Procedures and Form which includes a broadened definition of immediate family to include culturally-recognised family.
- Creation of a model roster for all Residential Care Services across Anglicare NT;
- Embarking upon the introduction of a Human Resource Information System to streamline HR information and processes. This comprised integrating two separate computer packages: RosterLive and Subscribe HR.
- Training two key people at each Anglicare NT site as RosterLive Champions;
- Preparing to bring our payroll function back in house from our current provider in WA;
- Completion of the Human Resource Information system project for roll out in 2014-15 financial year;
- Beginning the implementation of a new induction framework, which includes a three-tiered approach
 - corporate, service and local.

Our workforce statistics

Anglicare NT maintained and saw a slight increase in workforce with a total headcount of 303. Our workforce comprises of 51% full -time, 19% part-time and 30% casual. This shows an increase in our permanent workforce from last financial year. 44% of our employees are based in the Darwin/Palmerston region, with 14% based in Katherine (a 1% increase from 2012-13), 7% in East Arnhem and 25% in Alice Springs (1% increase from 2012-13).

Our gender statistics have only slightly changed from the previous financial year 2012-13 with the ratio of females to males being 73% female and 27% male. As at June 2014, we had 17% of the workforce identifying as Aboriginal or Torres Strait Islander.

Equal Employment Opportunity Statistics

	June 2014	% of total staff	June 2013	% of total staff
Female	220	73%	217	74%
Male	83	27%	76	26%
Aboriginal & Torres Strait Islander	52	17%	56	19%

Workplace health and safety

Our safety awareness continues to grow and during 2013-2014 there were a number of key safety improvements:

- With support from the WHS Coordinator and WHS committee members, our staff and workplaces have been contributing to our regular WHS systems maintenance. There were 48 premises monitored for workplace compliance and the activities scheduled through this period were the compliance monitoring of workplace inspections, electrical testing and tagging, emergency systems checks, evacuation procedures and drills;
- We piloted a program to train internal staff in electrical testing and tagging, in accordance with the Australian standards, to provide support to the Darwin, Palmerston and Berrimah region;
- We conducted the second annual workplace influenza vaccination program across Darwin, Alice Springs and Katherine in April 2014, with a total of 53 staff participating; and
- Key policies and procedures were reviewed during this period, including the implementation of Anglicare NT Cyclone Procedures.
- A number of training packages delivered incident reporting during this period, including Safety in the Workplace, WHS for Supervisors and Manual Handling. We also continued to train our Anglicare NT Fire Wardens, First Aid Officers and WHS Committee representatives in various workplaces in order to increase WHS awareness and accessibility of resources to all staff across our entire organisation.



Staff by location by employment type, June 2014

Location	Full-time	Part-time	Casual	Total
Ludmilla & Remote	56	17	35	78
East Arnhem	10	5	6	21
Katherine	13	6	24	43
Alice Springs	38	17	20	75
Parap	9	2	1	12
Palmerston	13	4	1	18
Wanguri	14	8	4	26
Total June 2014	153 (51%)	59 (19%)	91 (30%)	303
Total June 2013	139 (47%)	51 (17%)	103 (35%)	293



Finance report



A look at Anglicare NT's financial position over the year

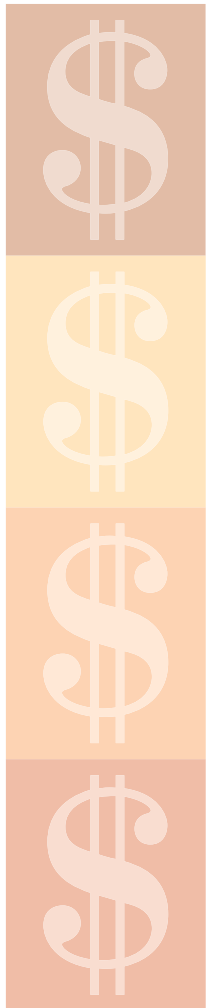
Compared to the double digit income growth of the last few years, the 2013/14 financial year saw income increase by a more modest 5.01% or \$1.075M from \$21.4M to \$22.5M. Comprehensive income (surplus) was \$295K. This year, 84% of our income was funded by either the Commonwealth or Northern Territory Governments.



2013/14 Funding Sources:

The external audit process went smoothly and, again, saw an unqualified audit report with no significant matters raised in the management letter. The year also saw further strengthening of our corporate governance practices through initiatives including:

- The board-led development of an updated strategic risk register, for the detailing key strategic risks facing the organisation, as well as the key treatments to be taken to mitigate those risks.
- The introduction of our first internal audit program where three internal audits were conducted, covering:
 - Grant Compliance;
 - FBT Compliance; and
 - The integrity of Work Health and Safety reporting;
- Implementation of the resulting recommendations will further enhance our internal control environment. During this period a three-year rolling internal audit program commencing in the 2014/15 financial year was also developed.
- Significant updating and expansion of our Delegations of Authority Document. Implementation of this document further reinforces decision-making limits and authorities within the organisation in a clear and accessible way.
- Development and implementation of a Legislative Compliance Register. It is difficult to know if you are complying with all relevant legislation if you don't know which legislation you are required to comply with. This register, and the associated process, means this problem is now alleviated at Anglicare NT.



Priorities for 2014/15 include:

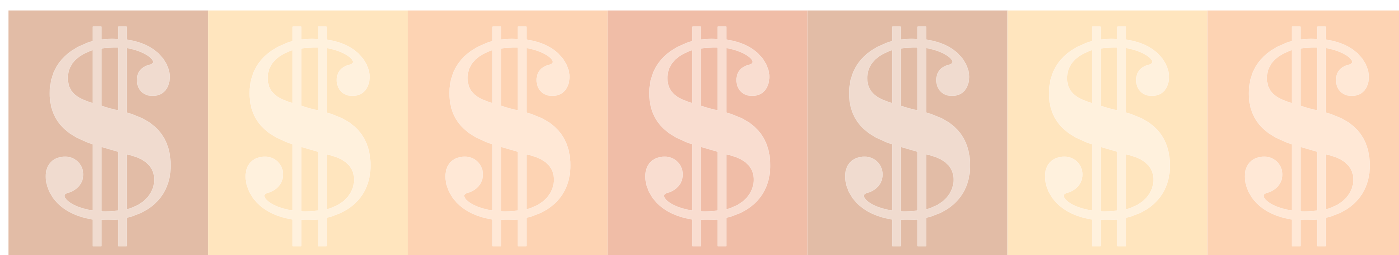
- Continuing preparations for the implementation of Consumer Directed Care;
- A thorough review of our internal budgeting systems;
- Implementation of the 2014/15 internal audit program;
- Preparations for incorporation; and
- Actioning key 2013/14 internal audit recommendations and strategic risk register risk treatments.



Statement of financial position

As at 30 June 2014

	2014 \$	2013 \$
Current assets		
Cash assets	708,913	679,155
Trade and other receivables	1,270,531	605,415
Other financial assets	9,954,172	11,249,937
Total current assets	11,933,616	12,534,507
Non-current assets		
Property, plant and equipment	1,351,839	1,424,839
Total non-current assets	1,351,839	1,424,839
Total assets	13,285,455	13,959,346
Current liabilities		
Bank overdraft	102,400	28,337
Trades and other payables	1,055,126	1,337,138
Grants received in advance	4,093,945	4,943,148
Provisions for leave	1,126,910	949,745
Total current liabilities	6,378,381	7,258,368
Non-current liabilities		
Provisions for leave	454,123	422,330
Total non-current liabilities	454,123	422,330
Total liabilities	6,832,504	7,680,698
Net assets	6,452,951	6,278,648
Equity		
Accumulated funds	5,396,345	5,252,835
Reserves	1,056,606	1,025,813
Total equity	6,452,951	6,278,648



Statement of comprehensive income

As at 30 June 2014

	2014 \$	2013 \$
Revenue	22,225,590	21,147,339
Interest income	185,749	247,974
Other income	108,595	48,708
Total income	22,519,934	21,444,021
Less expense		
Employee related expenses	14,692,969	13,488,234
Administrative expenses	1,546,137	1,401,879
Assets less than \$3,000	235,530	320,507
Client services expenses	695,391	607,955
Brokerage fees	1,270,278	1,499,847
Depreciation expense	470,000	428,549
Motor vehicle costs	521,169	452,566
Premises	1,953,538	1,768,011
Repairs and maintenance	236,409	305,086
Travelling expenses	603,058	615,431
Total expenses	22,224,479	20,888,065
Surplus for the year	295,455	555,956



A copy of Anglicare NT's full audited statement and Auditor's report can be found on our website www.anglicare-nt.org.au

Auditor's letter



Edwards Marshall

ANGLICARE NT

INDEPENDENT AUDITOR'S REPORT

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

REPORT OF THE INDEPENDENT AUDITOR ON THE CONCISE FINANCIAL REPORT

The accompanying summary financial statements, which comprises the summary statement of financial position as at 30 June 2014 and the summary statement of comprehensive income for the year then ended, are derived from the audited financial report of Anglicare NT ("the entity") for the year ended 30 June 2014. We expressed an unmodified audit opinion on that financial report in our report dated 30 October 2014. That financial report, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on that financial report.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of the entity.

Board members' Responsibility for the Concise Financial Report

The Board members are responsible for the preparation of a summary of the audited financial report in accordance with Australian Accounting Standards.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Opinion

In our opinion, the summary financial statements derived from the audited financial report of Anglicare NT for the year ended 30 June 2014 are consistent, in all material respects, with that audited financial report, in accordance with the accounting policies in Note 1 to the financial report.

Basis of Accounting

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

Edwards Marshall
Chartered Accountants

Jamie Dreckow
Partner

Adelaide
South Australia

6 January 2015

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Acknowledgements

Anglicare NT does not take for granted the generosity of the many individuals, businesses, community groups and charitable organisations that support its work.

Contributions range from volunteers donating a few hours of their time to get involved with an event, through to substantial financial gifts by individuals, businesses and philanthropy.

The range of services offered by Anglicare NT and the number of people who have benefitted from our services has grown significantly in the last year.

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



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www.facebook.com/AnglicareNT

Get involved

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

Donations

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

Volunteers

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

Bequests

A bequest is a gift or donation made through a will. While the future financial stability of your family is of the utmost priority, a small percentage of your estate left to Anglicare NT would go a long way in assisting Anglicare NT to support the disadvantaged and vulnerable. Please consider Anglicare NT when you next update your will.

To find out more information about our Bequest Program please contact: anglicare@anglicare-nt.org.au or phone (08) 8985 0000.

Work with us

Anglicare NT is a great place to work. Bring your skill, commitment and creativity to an agency that supports you to make a real difference, every day.

For more information about working at Anglicare NT, please call us on (08) 8985 0000, or visit anglicare-nt.org.au and look at current vacancies.

