

Our Foundations

Anglicare NT is an agency of the Anglican Church of the Northern Territory, shaped by the teachings of Christ and formed to respond with loving service to people in need across our communities.

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

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2015-16 Annual Report

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Cover photo: The launch of the Home Interaction Program for Parents and Youngsters (HIPPY) in Darwin, July 2016

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Values and Principles

Our Purpose

To promote the enrichment of relationships, fullness of life and social justice for all.

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

Principles that guide the way we work

- A strengths approach
- Child-safe and family-centred
- Respect for diversity
- Social justice
- Continuous improvement
- Staff are valued
- Connected services
- Community development
- Good governance and management
- Outcomes focused

Our Values

Respect – we work with people's strengths; believe in their potential to bring about change in their own lives; and their right to be heard.

Fairness – we are inclusive; our services are accessible, safe and provided by a culturally competent and skilled workforce.

Community – we recognise the importance of building strong, welcoming and connected communities, able to care for vulnerable individuals and families.

Integrity – we are transparent, honest and accountable in our work with each other, clients, communities and stakeholders.

Hope – we know people have great abilities and we work with optimism to achieve positive outcomes.

Alice Springs staff visited culturally significant sites during NAIDOC Week 2016



Welcome from the Chair



I am constantly reminded of the incredible role that not-for-profit agencies such as Anglicare NT play in our society. Every month at Anglicare NT, nearly 400 staff members work for the good of clients and our community. Every month, 200 volunteers productively and cheerfully add to that work. Every month, over 1000 community members experience genuine, respectful support from our organisation.

The staff and volunteers at Anglicare NT are adaptive, efficient, highly skilled and carry many years of experience and knowledge which they generously share with funding bodies and other agencies. This year for example, Anglicare NT was able to establish a totally new residential service for adolescents with just 6-weeks notice. A new property was leased and furnished, 10 staff were recruited and trained, and clients were engaged and accommodated. This is typical of the contribution Anglicare NT quietly makes across the Northern Territory. Other examples of the wonderful work of Anglicare NT are described in this Annual Report.

As I have noted in previous reports, the Board remains concerned by the large number of short-term government contracts, many of which are only 12 months duration. This necessitates short-term planning and leads to less than optimum outcomes for both our clients and government. We continue to press for change and remain hopeful that improvements will occur in this area.

In 2015 we saw the seamless transition of the agency from being an association working under the auspices of the Anglican Diocese of the NT to a separately incorporated company limited by guarantee. I would like again to express my deep appreciation to the Anglican Church, Synod, Diocesan Council and our Board for facilitating this important transition and maturing of Anglicare NT.

This year the Board has pursued a number of critical Governance and Strategic Developments, including:

- establishing new corporate headquarters at Winnellie incorporating quality facilities for a growing agency;
- developing and launching both our new 3-year Strategic Plan and a new Stretch Reconciliation Action Plan;
- ensuring the accreditation of the agency under the Quality Improvement Council and National Standards for Mental Health Services;
- refreshing and strengthening the Board with 3 new and highly skilled Directors – Olga Havnen, Sally Yule and Clarissa Comerford – as well as undertaking professional development sessions in the areas of corporate governance in the not-for-profit sector and financial reporting;
- creating a number of new policies in response to incorporation including an Investment Policy and an Investment Plan;
- meeting with staff and community and holding Board meetings at our Nhulunbuy, Alice Springs and Darwin offices.

This has been an extremely productive year, a year in which Anglicare NT once again lived its values of respect, fairness, community, integrity and hope; worked effectively to achieve its purpose of 'social justice for all' and continued to remain financially strong, so that this contribution can be sustained into the future.

I would like to thank outgoing Board members for their leadership and their valued contribution to the work of Anglicare NT – Janie Mason, Jane Aagaard and Greg Buxton. On behalf of the Board I also express deep appreciation to our CEO, Dave Pugh, and the dedicated and hard-working members of his leadership team as well as our volunteers and our amazing staff. Thanks for the difference you all make.

Richard Giles
Chair

About Us



Message from the CEO

Young people are attending our new headspace centre at Casuarina at far greater rates than ever before. Is this a good thing? This is the dilemma of delivering human services – what constitutes success? We do everything we can to ensure clients have good access to support when and where they need it. We strive to provide effective services utilising the best knowledge combined with compassion and hope. Yet far too often, despite our best efforts, demand for our services increase. Sadly, the prevalence of youth mental health issues, homelessness, domestic violence, poverty and child neglect and abuse continues to rise. The work of Anglicare NT must continue to adapt, improve and grow to meet needs. This is why at the heart of our purpose is a commitment to deliver effective services plus strive for 'social justice for all'.

In this past year existing services have strengthened and we have extended our programs. Notable service growth includes developing a new 'Financial Capability Service' across East Arnhem and Groote Eylandt; establishing an 'Intensive Family Preservation Service' to strengthen families in the Gove Peninsula; setting up a new General Residential Service in Darwin for up to 4 young people; creating two new HIPPY early childhood services; and continuing the Pandanus Program for young parents in Darwin, despite major funding obstacles.

Our managers have worked hard to create improved systems and leadership approaches. Despite the challenges of key personnel turnover, we have achieved Quality Accreditation, and IT and facility improvements.

This year we also began a journey of actively fundraising to support our work in the community. Our communications team worked with the Australian Doctors Orchestra to create a wonderful event raising funds for the Pandanus Program.

Anglicare NT is committed to working with governments, community leaders and other agencies to change unjust structures and approaches. In the past year this has included:

- submissions to the NT Government including the Ice Taskforce, the Royal Commission into the Institutional Responses to Child Sex Abuse and the Mental Health Review;

- partnering with NTCOSS to create 'A Vision for a Coordinated Child and Family Service System in the NT';
- reducing 'Red Tape' facing NGOs;
- supporting White Ribbon and the No More Campaign against domestic and family violence;
- leading local campaigns against Youth Homelessness;
- advocating to federal government about remote service delivery and service coordination.

Anglicare NT staff in Alice Springs, Katherine, Nhulunbuy, Palmerston and Darwin offices have a reputation for being reliable partners committed to their local communities. They are known for being respectful and for working well with Aboriginal community organisations and cultural groups in their area. This was demonstrated recently at the launch of our new partnership in Katherine with Mimi Arts, providing a weekly Cultural Story Time for toddlers and parents.

There is a good culture of respect, fairness, community, integrity and hope alive in the agency. I would particularly like to thank the Team Leaders, Program Managers, Operational Managers, the Executive Management Team and the Board for leading and sustaining the work and values of Anglicare NT. It's a great team to belong to.

David Pugh
Chief Executive Officer

Management Team

Executive Management Team



Ann Buxton
Deputy CEO
Executive Manager
Youth, Family and Remote



Terry Cleary
Executive Manager
Community Care and Access



Karyn Cook
Executive Manager
Mental Health and Wellbeing



Danyelle Jarvis
Executive Manager
Homelessness and Social Inclusion



Ashley Perez
General Manager
Service Development



Angela Shima
Executive Manager
Corporate Services

Operational Management Team

Hilary Berry	Operations Manager, Resolve
Lyn Buckley	Regional Operations Manager, Alice Springs
Elizabeth Flynn	Initiatives Manager, Communities for Children, Alice Springs
Sandy Graham	Regional Operations Manager, East Arnhem
Rebecca Halsey	Operations Director, headspace Darwin
Holly Kercheval	Regional Operations Manager, Katherine
Fiona Lodge	Operations Manager, Darwin Community Services
Wendy Scarlett	Initiatives Manager, East Arnhem Children's Services
Praveena Sharma	Initiatives Manager, Money Matters
Jemma Wood	Operations Manager, Youth Support and Development



Carolyn Talbot
General Manager
Human Resources

About Us

Reconciliation Action Plan

Anglicare NT's first Reconciliation Action Plan, launched in June 2014, outlined a two-year plan of actions and targets designed to build respect, relationships and opportunities with Aboriginal and Torres Strait Islander communities.

The Reconciliation Action Plan Implementation Committee (RAPIC) works to ensure the Reconciliation Action Plan continuously informs Anglicare NT's values and service delivery. The RAPIC is made up of staff from Anglicare NT sites across the Northern Territory and meets approximately 5 times a year.

From late 2015, RAPIC activities focussed on developing a new Reconciliation Action Plan. In February 2016 RAPIC members led 11 consultations across the agency. Anglicare NT's new Reconciliation Action Plan 2016-19, which has been endorsed by Reconciliation Australia, was launched in October 2016.

Anglicare NT's reconciliation activities since 2014:

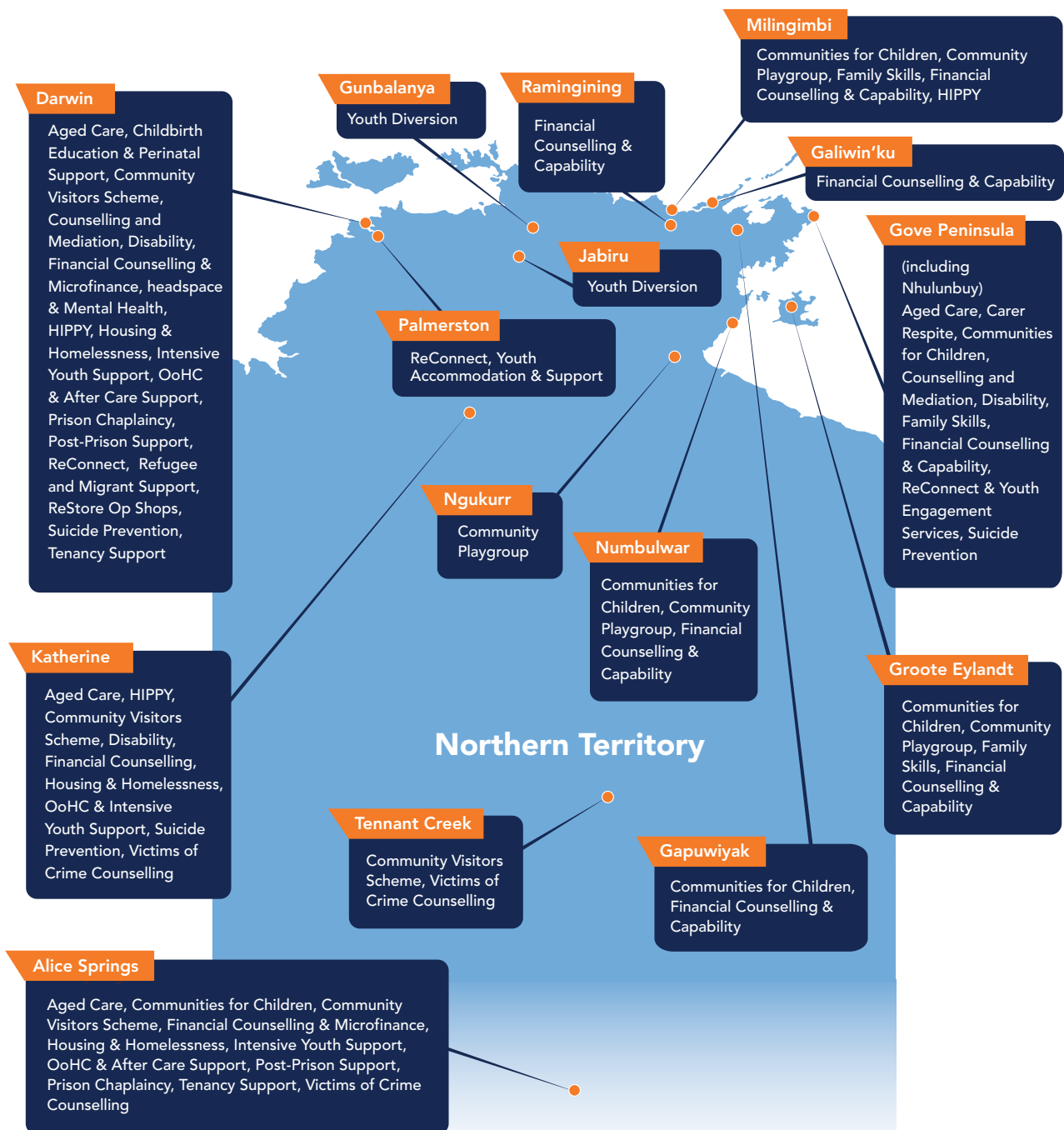
- Cultural training has been conducted for 130 staff in Darwin, Alice Springs, Nhulunbuy and Katherine by local Aboriginal people.
- An online cultural training program is available for all staff.
- Reconciliation Week and NAIDOC Week are celebrated annually at every Anglicare Northern Territory site. Activities include visits to country, picnics and barbeques, displays and cultural activities, and supporting local community events.
- Reception and public areas have been made more welcoming for Aboriginal people.
- Partnerships and Memorandums of Understandings have been established with a number of Aboriginal-controlled organisations.
- A Welcome to Country and Acknowledgement of Country procedure was adopted.
- We signed the NGO Partnership Principles developed in conjunction with Aboriginal Peak Organisations Northern Territory.
- Procedures regarding cultural leave and bereavement leave have been reviewed and improved so they are more appropriate for Indigenous staff.
- An Aboriginal Board member has been appointed.

Kim Mulholland and Ann Buxton at Anglicare NT's NAIDOC Week celebration in Darwin



Service Locations

Anglicare NT works with individuals, families and the community to promote the enrichment of relationships, fullness of life and social justice for all. Our diverse services span the life cycle, from pre-birth to ageing, and are available to individuals, families and communities across the Northern Territory. The full list of our service locations is available on our website at www.anglicare-nt.org.au



Summary of Services

	Service	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Children's Services	Communities for Children			■		■	■	
	Remote Community Playgroups						■	■
	Home Interaction Program Parents & Youngsters (HIPPY)	■			■		■	
Youth and Families	Reconnect – Youth Homelessness Early Intervention	■	■			■		
	Youth Accommodation and Support	■	■		■			
	Youth Housing Options & Pathways		■					
	Youth Emergency Relief	■	■			■		
	Pandanus Childbirth Education & Perinatal Support	■						
	Youth Engagement Service					■		
	Youth Carers Program					■	■	
	Youth Diversion Program							■
Counselling and Mediation	Intensive Youth Support Services	■	■	■	■			
	Resolve Victims of Crime Counselling & Support	■	■	■	■	■	■	■
	Resolve 'For the Kids' – Parenting Orders Program	■						
	Resolve Family Dispute Resolution	■				■		
	Resolve General Mediation	■				■	■	
	Resolve Family Relationships Counselling & Parent Education	■				■		
Services for Seniors	General Counselling	■				■		
	Meals on Wheels			■	■			
	Home Support	■	■	■	■			
	Transport & Social	■	■	■		■		
	Assistance with Care and Housing	■						
	Community Visitors Scheme	■	■	■	■			■
	Home Care Packages	■				■		
	Home Maintenance			■				



East Arnhem Children's Services team, June 2016

	Service	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Disability and Carer Respite	Community Access Service	■				■		
	Carer Respite	■				■	■	
	Mobile Carer Respite					■	■	
	Mental Health Respite					■	■	
	Respite for Young People with Profound Disability					■	■	
	In-home Support				■			
	Individual Support	■	■		■	■		
Out of Home Care (OoHC)	24/7 General Residential Care	■		■	■			
	Family Group Homes			■	■			
	Moving On – Aftercare Support & Brokerage	■	■	■	■			
Mental Health and Wellbeing	Hearspace Darwin	■	■					
	Indigenous Youth Engagement		■					
	Top End Suicide Intervention Awareness Training	■	■		■	■	■	■
	StandBy Postvention Support	■	■		■	■	■	■
Housing and Homelessness	Family Accommodation and Support				■			
	Tenancy Support and Sustainability	■		■				
	Transitional Housing Program			■				
	Garaworra Managed Accommodation	■						
	Outcare – Men's Post Release Accommodation			■				
	Outcare – Women's Post Release Accommodation	■						
Money Matters	Financial Counselling	■	■	■	■	■	■	■
	No Interest Loans Scheme			■				
	StepUp Loans	■						
	Saver Plus Matched Savings Scheme	■						
	Problem Gambling Financial Counselling	■	■	■	■			
	Indigenous Money Mentor			■				
Community Support & Engagement	Refugee and Migrant Support	■	■					
	Prison Chaplaincy	■	■	■				
	ReStore Op Shops	■						
	Volunteer Program	■	■	■	■	■		



“Anglicare NT organises Couch Surfing to raise awareness of Youth Homelessness Matters Day, a national campaign which aims to raise public awareness about youth homelessness and celebrate the resilience of young people who are at risk of or experiencing homelessness.”

*Jemma Wood,
Operations Manager,
Youth Support and Development*

Children, Youth and Families

Anglicare NT offers a suite of programs which aim to strengthen families and support young people, families and communities across the NT. Programs assist young pregnant women, families with young children, young people in residential care, vulnerable youth, young carers, and families and youth who are homeless or at risk of becoming homeless.

Highlights

- Anglicare NT secured funding in 2016 to establish a second Out of Home Care (OoHC) General Residential Service in Darwin. The service is operated by a supportive team that is trained in Therapeutic Crisis Intervention, Suicide Intervention and day-to-day operations.
- Home Interaction Program for Parents and Youngsters (HIPPY) expanded in 2016 to support families in Darwin and Milingimbi. HIPPY, already offered by Anglicare NT in Katherine, is a free home-based early learning program that supports four and five-year-old children to have a positive start to school.
- The Annual East Arnhem Children's Services Recall, held in Darwin in June, brought HIPPY Family Mentors, Family Skills Workers and Playgroup Workers together to share skills and experiences, and participate in induction activities. Training was provided on organisation-wide requirements as well as on Anglicare NT's Play and Learn Support resource, a tool for facilitating culturally relevant conversations aimed at deepening parents understanding of brain growth, child development milestones and strategies.
- The annual Youth Support and Development Planning and Review forum was held in May for youth services staff from across the NT. The forum showcased new services, evaluation frameworks and data analysis techniques. Staff received updates on action research, case management, child safe practices and client notetaking training.

66

young people supported in Out of Home Care

261

young people received emergency relief support

649

people accessed youth services

Our Services

Children, Youth and Families

Cultural Story Time

The Home Interaction Program for Parents and Youngsters (HIPPY) in Katherine recently partnered with a local organisation, Mimi Arts, to provide local children an opportunity to engage with Aboriginal people through Cultural Story Time. Mimi Arts is an Aboriginal owned and operated not-for-profit art centre that provides a space in Katherine for people to engage with Aboriginal art, dance and music. Cultural Story Time commenced in May at Mimi Arts and has become a weekly event for preschool children, providing cultural stories, arts and morning tea. The program connects children and families with other community members and provides the opportunity for greater cultural awareness and sharing. Bush tucker was offered for all to try at the official opening of Cultural Story Time.

"It is really important for our kids to be exposed to the culture we walk side-by-side with. I love learning about language and listening to spoken story."

Parent feedback from Cultural Story Time

Creating Supportive Communities for Children

The Australian Government Department of Social Services funds Communities for Children nationally. Anglicare NT is the recipient of funding for the program in Alice Springs and East Arnhem. Anglicare NT subcontracts to other agencies, called Community Partners, to deliver local early intervention activities to provide positive and sustainable outcomes for the most vulnerable and at-risk children in these communities. The aim of many of the programs is to improve the health and wellbeing of families and aid the

development of young children, from pre-birth through to 12 years of age, paying special attention to healthy families, supporting parents, early learning, and school transition and engagement.

The current Community Partners in Alice Springs are Akeyulerre, FAST NT, Holyoake, Lutheran Community Care, Multicultural Community Services Central Australia and Relationships Australia NT. The activities that they provide include bush camps and family nights for Arrernte families, a multicultural playgroup, a therapeutic program for children affected by trauma called 'Holding Children Together', a side-by-side 'Educational Training Program' for parents and a parenting group called 'Circle of Security'. Other activities include sand-play therapy for children and school-based 'Families and Schools Together', which is a series of family nights held at schools.

Gove's Got Talent – Youth Showcase for the Whole Community

Gove's Got Talent is a youth focused, family-friendly community event showcasing youth leadership skills and local talent during National Youth Week. The event, in its fifth year, is organised by the local East Arnhem Youth Services team. This year, 13 amateur performances ranging from dance troupes, bands, solo vocalists and solo dancers combined with professional performers from Arafura Dance and Moonfish Productions to entertain an audience of around 500 people. Place-getters received a cash prize and a performance slot at the Garma Festival thanks to the Yothu Yindi Foundation and a paid gig at the Yirrkala Morning Star Festival thanks to Moonfish Productions.

HIPPY Katherine staff, parents and children attended regular group activities throughout the year



This event gains momentum each year and brings Indigenous and non-Indigenous young people and families together for shared experiences and opportunities. Whilst the actual event is the peak, it is the preparations and planning with the youth reference group, promotional efforts to secure support and sponsors and the overall build-up to the event which provides the learning, team building and skills development opportunities.

Residential Youth Workers – Providing Young People with a Safe Space

Anglicare NT provides trauma-informed, home-like residential placements for young people aged 12-17 years in the care of Territory Families. Residential Youth Workers provide care 24 hours a day, in an often volatile context where young people are adjusting to each other, staff, and the rules of their accommodation. Residential Youth Workers contribute to creating and maintaining an environment that is welcoming, safe, stable and predictable, to meet the needs of young people whose relational and behavioural capacities may be limited due to their exposure to and experiences of complex trauma.

For a Residential Youth Worker, the day's work typically commences at 6am with the preparation of handover notes, update of individual records, daily journal and any incident reports. Breakfast is prepared and young people are awakened for the day. Residential Youth Workers check in with each young person to see how they are. Handover to incoming staff includes an overview of each young person with regards to their physical and mental health, emotional and behavioural functioning, family contact, strengths, and any ongoing or potential issues. Incoming staff engage with young people individually throughout the day. Those with off-site day activities, including education or training, are assisted with any transport requirements. Those excluded from school or other activities are engaged with throughout the day amid household comings and goings, routine cleaning, paperwork and other tasks.

ReConnect – Group Work that Helps Young People SHINE

ReConnect Youth Homelessness Early Intervention Service works with young people aged 12-18 at risk of leaving home early or disengaging with school, family or the



East Arnhem school holiday circus program

community. The service provides case management, practical assistance and creative group developmental work in schools. Over the past year, ReConnect has worked closely with four schools in the Darwin and rural areas to deliver an exciting mix of tailored short courses, information sessions and group activities including Street Art Youth Engagement Program, Understanding Anger/Rock & Water, Building Resilience to Bullying, Alcohol and Drug Essential Information, Healthy Relationships, Healthy Mental Health, Graffiti Art and SHINE.

The SHINE program is designed for girls in Years 8 and 9 and uses a holistic approach to develop self-esteem and empower young women. SHINE reinforces that every young woman is unique and celebrates individual strengths, qualities and skills. Positive role models, motivational techniques and encouragement are used to achieve improvement in school attendance and engagement with community. New friendships are forged, peer relationships improve and young women are reenergised to focus on their education.

"The girls thoroughly enjoyed the SHINE program. From day one they were all enthused and couldn't wait to show or tell me what they had been doing. Every Tuesday all the girls showed up for school and I am absolutely certain it was because they had SHINE to look forward to. They gained an enormous amount of confidence and the skills to present themselves as well groomed, assertive, well-spoken young women."

Batchelor Area School teacher

Our Services

Housing and Homelessness

398

people in Alice Springs supported by housing services

147

people received accommodation support in Katherine

325

youth accessed housing services in Darwin and Katherine

Coping with the everyday challenges of life without a permanent home is a reality for many individuals and families in our community. Anglicare NT's integrated housing and homelessness services help people to find and maintain secure accommodation and livelihoods to enable them to lead safer, fuller lives and protect and nurture their children and families.

Highlights

- Anglicare NT's housing and homelessness services provided tenancy support and a variety of supported accommodation to clients in Alice Springs, Katherine, Palmerston and Darwin.
- Housing and homelessness service coordinators and managers formed the Housing and Homelessness Services Working Group (HHWG). The group collaborates on consistency across services; data management; the preparation of funding body reports and advocacy and links to the peak body NT Shelter. HHWG is currently preparing for Anglicare NT to apply for registration as a Tier 3 community housing provider with the National Regulatory System for Community Housing (NRSCH).
- Garaworra, a purpose-built site in Darwin, provides medium-term supported accommodation for people who are homeless or at risk of homelessness. The service was enhanced this year when 5 refurbished 2-bedroom units were made available for use by Garaworra clients, increasing the number of potential available placements to 70 depending on family configurations. While housed at Garaworra, clients are assisted to develop independent living skills to transition into private or public rental accommodation.

Our Services



Stephen's Story – Transitioning to Life after Prison

Getting a job is one of the key ways to break the cycle of homelessness, and for some it is also a key motivator to staying out of prison. Upon his release from Alice Springs Correctional Centre, Stephen received short-term accommodation and case management from Anglicare NT's prison OutCARE program. OutCARE supports people leaving jail to transition to a successful and sustainable return to independent living in the community. OutCARE connects clients with employers and job networks to explore employment opportunities. After a short-term stay with OutCARE, Stephen now lives independently and has a job at a local plumbing business.

"People look at me and make assumptions – they don't know I am a hard worker or that I've worked all over Australia."

The Northern Territory has the highest rate of incarceration and recidivism in Australia. Having a safe home to go to when released from prison is one of the first steps to establishing a future without further incarceration, and creating a future with real choices. OutCARE promotes the importance of reintegration into the community post-release, and has proven to successfully decrease the likelihood of recidivism. In a recent report to the Department of Corrections, the OutCARE program identified a recidivism rate of 33%, which is significantly lower than the Territory rate of over 60%.

Lisa's Story – Supporting a Family to Find a Permanent Home

Lisa was sharing a 2 bedroom apartment with her children and their grandmother. The apartment was overcrowded and Lisa and her family needed more space. The older kids were being bullied and had stopped attending school.

After Lisa requested assistance from Katherine Family Accommodation Support Service (KFASS), the family moved to the service's transitional housing and received assistance to find suitable permanent accommodation. Lisa was connected with a social worker and the children were given intensive support to resolve the bullying.

Lisa and her family were offered suitable permanent accommodation after KFASS provided NT Housing with priority support letters and advocacy from school professionals and medical practitioners. KFASS helped Lisa apply for a No Interest Loans Scheme (NILS) loan, which enabled the family to purchase furniture for their transition into independent accommodation. Once in her own home, KFASS provided Lisa with outreach support to ensure a successful transition. Lisa applied for work and was successful in the position. Her two older children re-engaged with their school and completed their studies for the year.

Housing and Homelessness

Creating Community Links to Help Clients Keep Their Homes

The Tenancy Sustainability Program (TSP) has been developing partnerships with a wide range of agencies in Alice Springs to enable housing clients to access a broad range of extra supports. TSP collaborates closely with other Anglicare NT services including aged care support services, Money Matters, the No Interest Loans Scheme and Victims of Crime Counselling.

Strong partnerships have been forged with a range of external organisations including Gap Youth Centre, which provides a weekly playgroup on site, and Families as First Teachers, who offer parenting education and structured play activities in clients' homes. A MOU was signed with the Department of Human Services, allowing Centrelink Community Engagement Officers to provide an outreach service from the TSP office. TSP also refers clients to various network agencies including Central Australia Family Violence Sexual Assault Network, Accommodation Action Group, Family Partnership Program and Tenancy Support Working Group – a referral group consisting of tenancy support and mental health services.

"I really appreciate everything Anglicare has done for me and I would not be where I am today without that support. Now that my family is settled, I am keen to return to study and look for work."

Rebecca, Transitional Housing Program client

Rebecca's Story – Short-term Housing Makes a Difference

Alice Springs mother of two, Rebecca, became homeless as a result of leaving a violent relationship. After a lengthy period of transience and couch surfing, Rebecca was offered a place in Anglicare NT's Transitional Housing Program (THP). While staying in THP's temporary housing, Rebecca received case-management support, tenancy skills development training, and her teenage daughter was enrolled in school and started to attend regularly.

After completing the THP program, Rebecca was provided with a tenancy reference and was offered a tenancy with the Department of Housing. Another of Anglicare NT's housing support programs, the Tenancy Sustainability Program (TSP), received a referral to support Rebecca in her new home. TSP worked with Rebecca to make a number of case plan goals to ensure a smooth transition to the new house. TSP assisted with the actual move and helped to find suitable second-hand furniture. Rebecca was referred to Anglicare NT's NILS program to access a loan for a washing machine. Rebecca was linked with Holyoake for counselling and Families as First Teachers, who provided structured play activities for her youngest daughter.

A community barbeque was organised to celebrate Neighbours Day in Alice Springs



Mental Health and Community Wellbeing

Anglicare NT offers a range of mental health services supporting those in need, as well as people working in the mental health and community services sector. These services provide education for the public about youth mental health, and clinical and holistic support for vulnerable young people experiencing serious mental health illness. Other services provide suicide-prevention training and support for those bereaved by suicide.

Highlights

- Headspace nationally celebrated its 10th birthday in June 2016, with headspace Darwin chosen as a roadshow celebration site. The celebration coincided with an opportunity to formally open the headspace Darwin hub, which commenced operation at its new site in Casuarina in January 2016. Services continue to be delivered at the former Palmerston site one day per week.
- Headspace Darwin was successfully accredited against the National Standards for Mental Health Services (NSMHS) in April 2016.
- Top End Suicide Intervention and Awareness Training (TESIAT) provided suicide intervention and awareness training across the Top End. Two core training programs are offered – the 2-day Applied Suicide Intervention Skills Training (ASIST) and the suicide alertness program SafeTALK. In the 2015-2016 financial year, 38 SafeTALK sessions and 23 ASIST courses were conducted across Darwin, Katherine and 14 remote communities.
- StandBy Response Service supported those who have been bereaved by suicide through a coordinated 24 hour community response service for families, friends and associates.

1220

people trained in
suicide intervention
and awareness

1293

young people
supported by
headspace Darwin

1092

people accessed
StandBy suicide
support services

Our Services

Mental Health and Community Wellbeing

StandBy – Forming Partnerships to Support People Bereaved by Suicide

StandBy Response Service is committed to providing a genuinely appropriate response which recognises the cultural and diverse needs of people bereaved by suicide. In order to provide culturally appropriate services, StandBy forms partnerships with services already operating in local communities. StandBy has formed a partnership with Miwatj Health Aboriginal Corporation to deliver services to the region of Nhulunbuy and surrounding communities already serviced by Miwatj. The StandBy Response Service delivered suicide bereavement training to Miwatj staff in February 2016, and in May 2016 a Service Level Agreement was signed enabling Miwatj to deliver outreach support to families, friends and communities bereaved by suicide.

Integrating Primary and Clinical Mental Health Care

Headspace Darwin provides both primary mental health care and a newly established clinical program, Youth Early Psychosis Program (hYEPP), in an integrated manner that is easy to access and responsive to young people and their families. The primary care platform provides early interventions in mental health to young people and their families and raises community awareness. As a clinical program, hYEPP has the

ability to treat young people who have had an episode of psychosis or are at risk of psychosis. Medical professionals work alongside mental health staff, including counsellors and social workers.

Headspace – Functional Recovery Programs

Functional Recovery Programs at headspace Darwin complement the services provided by the Primary and Youth Early Psychosis Program, through the provision of group programs, community engagement and timely intake processes. The goal of the recovery programs is to promote, restore and maintain the normal development of young people from an educational, social and vocational perspective. Group sessions have included Medication and Metabolic Health; men's health; diet; healthy cooking; yoga; drug and alcohol education and vocational training. Family and friends (carers) groups are held after hours.

Ralph, a therapy dog from Mind Your Paws, made regular visits to headspace in 2016 with his owner Kristy, to provide young people recovering from mental health issues the opportunity to interact with a therapy dog in a safe and supportive environment. The benefits of spending time with a therapy dog include building confidence and self-esteem, honing socialisation skills and developing relaxation techniques and teaching skills.

Adam Finklestein and Kim Mulholland at the opening of the new headspace Darwin hub



Counselling, Financial Capability and Community Support

Anglicare NT recognises the importance of building strong, welcoming and connected communities, equipped to care for vulnerable individuals and families. Our services aid refugees and migrants to settle into our communities; help separated families learn better skills for co-parenting and assist people with financial difficulties to gain control of their circumstances.

Highlights

- The East Arnhem Financial Capability and Wellbeing Hub commenced operation in early 2016, after a new contract was successfully secured by Anglicare NT.
- Resolve Counselling, Mediation and Education offered group and individual counselling, family dispute resolution and co-parenting programs in Darwin and Nhulunbuy. Victims of crime were also supported with a counselling service that covers the whole of the Northern Territory.
- A long term client of the Refugee and Migrant Settlement Services (RAMSS) was reunited with her daughter, who she had not seen for over 8 years. RAMSS assisted the client with this migration issue for over 12 months.
- RAMSS signed a Memorandum of Understanding with Dawn House Women's Shelter to facilitate better case management for migrant women experiencing domestic violence.

1114

people accessed family relationship services

1788

people supported by financial programs

125

migrants assisted with settlement services

Our Services

Counselling, Financial Capability & Community Support

Making Informed Money Choices in East Arnhem

Anglicare NT was chosen as the successful provider to deliver a Financial Counselling, Capability and Resilience Hub in Nhulunbuy and the East Arnhem region. The hub aims to help people through key life points such as changes in employment status, family breakdowns, illnesses or disability, when increased or improved financial capability can play a preventative or early intervention role. Financial Counsellors and Capability Workers now provide financial counselling services in communities across the East Arnhem region.

The team has worked closely with local Elders to develop printed and spoken culturally appropriate resources to promote the new service and financial literacy. Clinton Gaykamangu, a Yolngu man from Milingimbi, painted the artwork for the printed material which depicts a turtle (miyapunu) with her cluster of eggs (mapu), a Yolngu analogy for saving money and counting.

Money Matters' Statement Prompts Investigation

Anglicare NT's Money Matters Program is a free and confidential advocacy and support service for people in financial difficulty. Financial Counsellors assist people to understand and prioritise debt, develop money plans, and advocate and negotiate on their behalf.

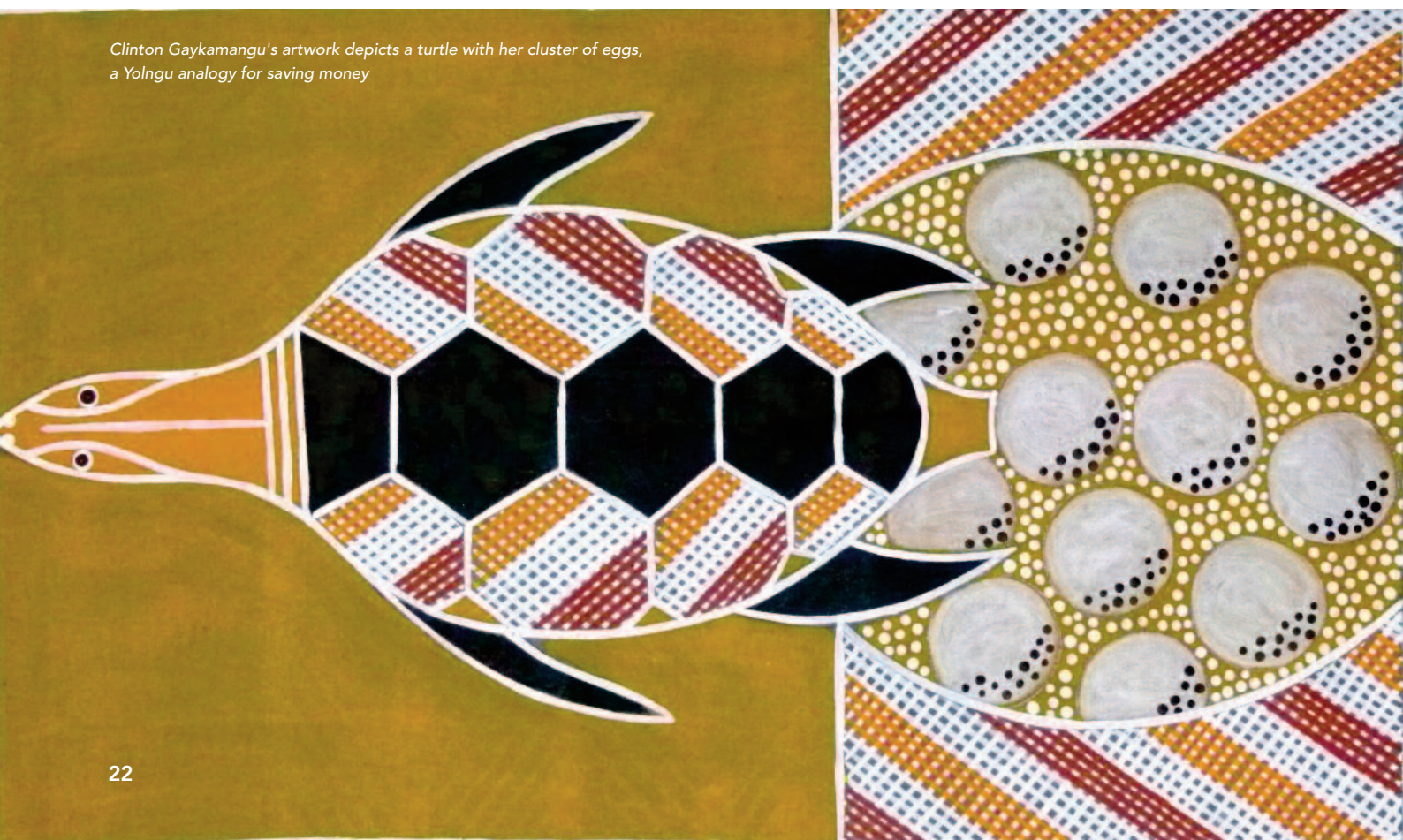
A complaint by Money Matters to the Australian Competition and Consumer Commission (ACCC) prompted the ACCC to conduct an investigation. Money Matters' client, a newly arrived migrant who was not fluent in English, had received telemarketing calls from online food retailer EasyMeals, during which EasyMeals represented that its meals would be suitable for the consumer's diabetes. As a result of the ACCC investigation, EasyMeals provided a court enforceable undertaking in relation to its conduct in the marketing and supply of its pre-packaged meals. EasyMeals refunded the consumer, undertook an internal investigation aimed at implementing corrective measures and agreed to rectify its practices to ensure future compliance.

Integrating Services to Assist Separated Families

In the past year, Resolve's Post-Separation Service has been exploring ways to further integrate the Family Dispute Resolution (mediation) service and the For the Kids service (specific Post-Separation programs). The aim is to provide a more holistic service for separated parents, leading to enhanced outcomes for children and co-parents.

Several new initiatives have been introduced or expanded; including the addition of a For the Kids session to be delivered to all high-conflict mediation clients at the

Clinton Gaykamangu's artwork depicts a turtle with her cluster of eggs, a Yolngu analogy for saving money





commencement of a second or third mediation session, to highlight the potential damage parental conflict has on children. 'Mediation coaching' is being used more regularly, whereby mediation clients can access a For the Kids counsellor to help them practically prepare for mediation by employing techniques such as role playing, assertive communication and confidence building.

An enhanced referral service within Post-Separation Services has led to a substantial increase in the number of clients accessing services across For the Kids programs, including group sessions, individual counselling, mediation coaching and the mediation service itself.

Co-Parenting Group – Proving Popular with Separated Parents

For the Kids, a highly interactive program aimed at helping co-parents build positive communication, reduce court action and achieve co-operative parenting that is in the best interest of the children has recently experienced a significant increase in separated parents attending the 15-hour group program 'Co-parenting: getting it right'.

Groups meet in Darwin and regularly include 20 participants, of whom a significant number are referred by the Family Court.

A larger number of program participants are choosing to return to mediation as an alternative to a costly and protracted court case, benefiting all parties, especially children.

"Learning about the different dynamics and roles we take on as co-parents was very useful and empowering. I feel I have more skills now to deal with my situation."

For the Kids participant



“

It's great to feel that you have made someone's day by giving them a break from their daily responsibilities as a carer.”

*Keira Casey,
Mobile Respite Carer*

Our Services

Aged Care, Respite and Disability Support

Anglicare NT offers a range of innovative services for older people and people with a disability and their carers, designed to meet individual goals, preferences and choices. Staff work collaboratively with individuals and their families to help people maintain their independence and quality of life.

Highlights

- In late 2015, East Arnhem Aged Care and Carer Respite services underwent an independent audit conducted by the Australian Aged Care Accreditation Agency. The outcome report advised that 18/18 outcomes were met against the 3 national standards. The process was well supported by Anglicare NT's agency-wide quality improvement work and the immense effort of local staff and regional management.
- The number of clients requiring aged-care and disability support in Darwin increased dramatically in 2016. The NT Office of Disability approached Anglicare NT to provide in-home support for up to 60 people with a disability in the Darwin region. The Disability Team recruited new staff and was able to assess all new clients and provide appropriate support in a timely manner. Anglicare NT was also approached by the Commonwealth Department of Health to provide 11 Community Aged Care Packages and support for 50 clients of the Community Home Support Program in the Darwin region.
- To support the transition to the new funding environment of the National Disability Insurance Scheme (NDIS) and Aged Care reforms, a Disability and Aged Care Project Officer position was established. The Project Officer is working across the organisation to embed a consumer-directed approach to service delivery and develop agency-wide systems to ensure the continual provision of quality services for older people and people with a disability. Anglicare NT is represented on the National Disability Services (NDS) NT committee and staff have attended numerous training sessions and visits to interstate organisations already engaged in delivering the NDIS in preparation for its roll out in the Northern Territory in early 2017.

623

people accessed
aged care services

171

carers supported in
East Arnhem

81

people utilised
disability services

Aged Care, Respite and Disability Support

Friendship Link – Volunteer Community Visitors to the Aged

Angelique Glasson has volunteered for the Community Visitors Scheme (CVS) in Alice Springs for the past 5 years. Operating across the Northern Territory, CVS arranges for volunteers to visit socially or culturally isolated residents in aged care homes or home care recipients. Angelique began visiting Edna, who became like a surrogate grandmother to Angelique. When Edna moved to Darwin to be with family, Angelique kept in touch by sending letters and presents. Angelique was then linked up to visit Kate. Conversations flowed easily between them and they became close friends. Kate suffered from dementia, but she always remembered Angelique. Kate passed away at age 95 and Angelique attended both Kate and Edna's funerals in Alice Springs in the same week.

Often when Angelique visited Kate, she would say hi to Kate's friend Ishy. Ishy was a friend of Edna's, and several weeks after Edna's funeral, Angelique received a box from Edna's daughter containing a rug that she wanted Angelique to have and a mug that she wanted Ishy to have. Angelique now visits Ishy most weeks and they have become so close that they have decided to adopt each other.

"I have been, and continue to, feel very lucky to have met these wonderful women and to have created our friendship link."

Angelique Glasson, Volunteer

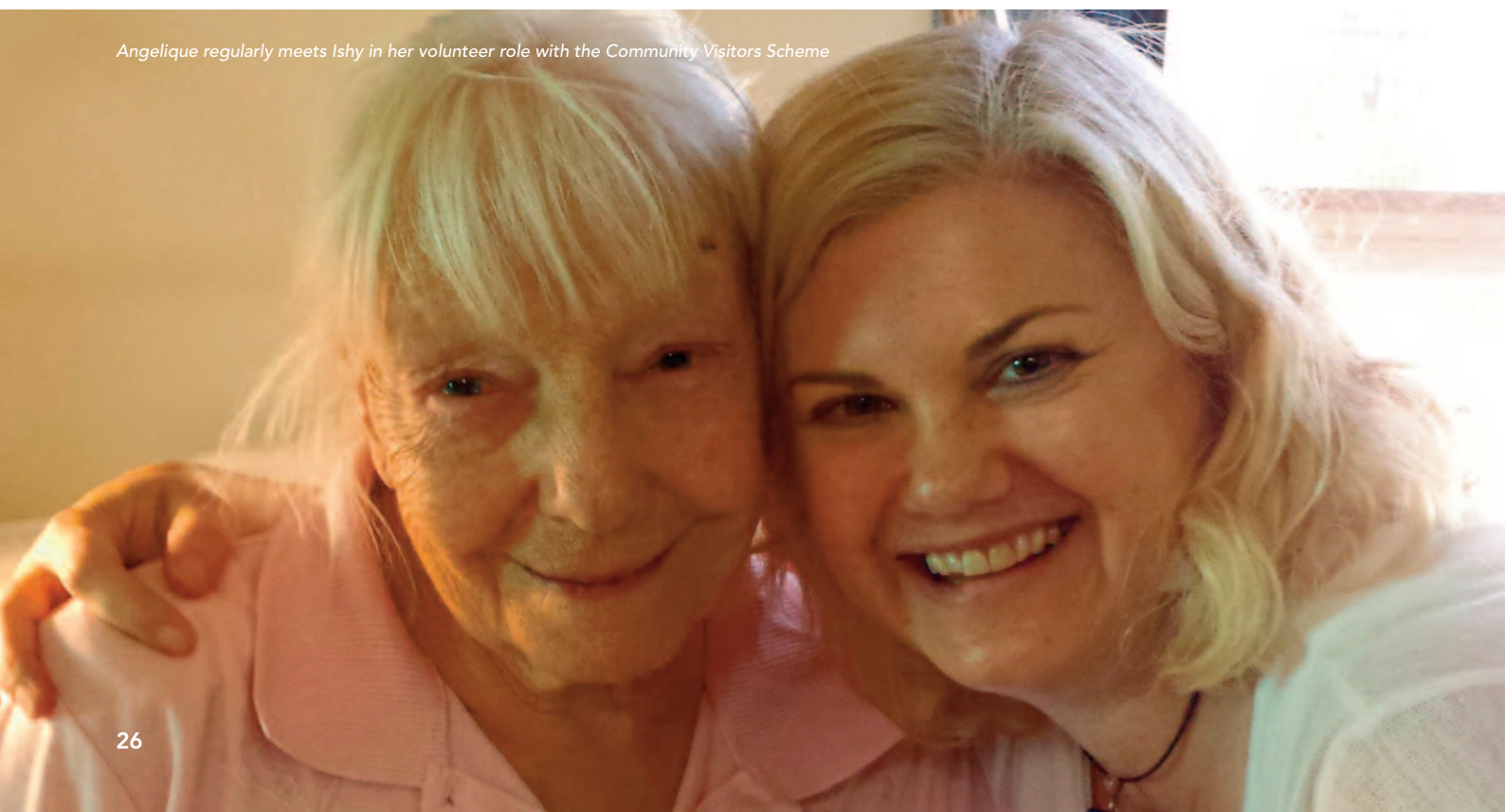
Katherine Disability Support Service – Transforming our Practices

Katherine Disability Support Service has recently made transformations in administrative processes and quality documentation. An outcome tracking system was introduced which ensures Support Workers deliver the care that is reflected in a client's support plan.

Staff commenced intensive training in preparation for the National Disability Insurance Scheme (NDIS) including professional case note training, outcome writing skills, person-centred practices, and identifying outcomes and matching client goals to service delivery. Regional Operations Manager, Holly Kercheval, delivered NDIS Human Rights training to all Support Workers. The NDIS Human Rights training is essential in placing value and importance on the individual and for support workers to experience placing themselves in the shoes of the individual.

Support workers commenced a regular morning tea that provides clients with direct links to staff, NDIS updates and social support. The Disability Support Service has established positive relationships with the Office of Disability and has been successful in obtaining Individual Support Packages for several people with disabilities. This has led to a growth of the service and built a positive reputation for Anglicare NT as a quality provider that is tracking outcomes and is ready for the NDIS.

Angelique regularly meets Ishy in her volunteer role with the Community Visitors Scheme





Housing Support for the Elderly

In late 2015, Anglicare NT commenced a new service in Darwin to assist homeless elderly people. Assistance with Care and Housing for the Aged (ACHA) is a referral and linkages program for older people who are homeless or living in unsuitable or unsafe accommodation. Part-time caseworker, Louise Bowden, was recruited to ACHA and quickly developed key stakeholder relationships with local organisations including hospital discharge planners, occupational therapists, social workers and accommodation providers. Louise provides referrals to suitable accommodation providers and assists clients with tenancy applications, bond assistance, and Centrelink deductions. Between October 2015 and June 2016, ACHA assisted 25 older people to move into more suitable and affordable accommodation.

Before being admitted to Royal Darwin Hospital with various health conditions including schizophrenia and emphysema, Russell had been living in a tent for 30 years. Russell remained in hospital for many months after his health became stable, as he could not be discharged without first finding suitable accommodation. ACHA received a referral to assist Russell from a social worker at the hospital. After meeting with Russell it was determined that Territory Housing could not provide for his circumstances. Private rentals were ruled out as they were unaffordable on Russell's pension. Louise referred Russell to a suitable aged-care property, and he was able to move into his first comfortable home in many years. His health improved and he now receives ongoing regular support from aged-care services.

Providing Carer Respite in Remote Communities

Each dry season, the East Arnhem Mobile Carer Respite team pack their 4WD and trailer with swags, a barbecue and food for a three-month trip to provide respite support to aged and disability carers in remote communities. Before they depart, the team contacts communities to touch base with existing clients and connect with new clients through referrals from local clinics and aged-care centres. When they arrive in a community, the respite team conducts activities that give carers a break including hunting, fishing, cultural activities, or a barbecue at a scenic bush location. The Mobile Carer Respite team visits the communities of Gapuwiyak, Milingimbi, Ramingining, Galiwin'ku and smaller outstations.

'The respite-care visit gives everyone a break. It gives people the opportunity to visit places they haven't been able to go for years and catch healthy food for themselves and their families. Both the aged and their carers look forward to being able to visit beautiful country, to hunt traditionally and share their knowledge, laughter and memories. Every day is a new experience, friendships are deepened, and the happiness of the clients and their carers is evident in their requests – "can we do this again tomorrow?"' Shane Rickhuss, Mobile Respite Care

Closer to home base, the East Arnhem Carer and Home Support Service provides support all year round. Clients are picked up each morning and attend activities at the Anglicare NT office or head out of town to fish, collect pandanus for weaving, shells for making necklaces or wild bush honey to eat. Clients attend monthly meetings to provide input on cultural or seasonal activities that could be included in the upcoming program.

Our Partnerships

Australian Doctors Orchestra

The Australian Doctors Orchestra (ADO) performed Music from Moscow at the Darwin Convention Centre on the 19th of June 2016. The concert, a partnership between Anglicare NT and the ADO, raised funds for Anglicare NT's Pandanus Childbirth Education and Perinatal Support Program. Over \$20,000 was raised for the Pandanus Program, which offers free childbirth education classes to young pregnant women, post-natal education and support for new mothers under 25 years old. The Pandanus Program assisted 181 young people with pre and post-natal support in the 2015-2016 financial year.

An audience of over 600 attended the Music from Moscow concert. The Australian Doctors Orchestra, the largest orchestra to ever play in Darwin, performed under the baton of maestro Matthew Wood. The concert featured a world premiere of a piece composed especially for the concert by local GP and chief concert organiser Dr Cathy Applegate. There was a standing ovation for solo violinist Veronique Serret, who performed Tchaikovsky's Violin Concerto. Veronique was described by members of the audiences as 'incredible, amazing, energetic and truly inspiring'. Shostakovich's Symphony in D minor was also performed – a composition of extraordinary intensity reflecting the composer's life under Stalin's regime.

Anglicare NT thanks Music from Moscow sponsors -

Platinum: Country Wellness Group, National Critical Care and Trauma Centre

Silver: NT Government, Darwin Private Hospital, Ten Darwin, Vocus Communications

Ochre: Financial Services Partners, Zip Print, FCD Health, Genwise Health

Supporters: Darwin Symphony Orchestra, Kent Transport, Dreamedia, Christchurch Cathedral, Darwin Convention Centre and the Centre for Youth and Community Music.

Anglicare Australia Conference

The Anglicare Australia National Conference was held in Darwin from 4-7 September 2016. More than 200 delegates attended from Australia, New Zealand and Papua New Guinea and over 40 Anglicare NT staff attended. Six Anglicare NT staff presented at concurrent sessions and Terry Cleary, Executive Manager Community Care and Access, was Master of Ceremonies for the entire conference. Anglicare NT staff assisted with conference logistics, including designing the conference artwork and program.

The Australian Doctors Orchestra concert in Darwin raised money for the Pandanus Childbirth Program



ReStore Op Shops

Anglicare NT's two Darwin ReStore Op Shops accept donations from the public that are then sold at low cost to benefit the community. ReStore is committed to building a sustainable community and environment through re-selling, re-using and restoring items. Staff and volunteers pick up and deliver goods; sort goods into saleable or unusable items; turn old clothing into rags; display items and serve customers. All ReStore profits are directed to Anglicare NT's Pandanus Childbirth Education and Perinatal Support Program.

Highlights

- 156 people volunteered at the two ReStore Op Shops in the 2015-2016 financial year.
- A verandah with a solid roof was installed at the Ludmilla store. Concrete areas and handrails were renovated to provide better access.
- The interiors of both stores were refreshed and reorganised to make it easier for customers to find goods.
- A large donation of clothes, blankets and other goods was made to Nauiyu after the small community was flooded in January 2016.
- Sales took place on the last weekend of every month, offering goods for one dollar or half price. Sales were also held during Anti-Poverty Week and Op Shop week.
- ReStore sold gorgeous colourful blankets, crocheted by a volunteer and made from recycled donated wool.
- Orders were filled for people in remote communities and those in correctional facilities.
- A Volunteer Week lunch and Christmas Party were held for ReStore staff and volunteers.



Julie Chan and Carolyn Talbot at the Ludmilla ReStore Op Shop

Our Services

Our People

Our Staff

Anglicare NT's capable and committed team works across the Northern Territory and pride themselves on making a daily difference to hundreds of people in our communities.

Staff numbers increased significantly from 300 in June 2015, to 362 in June 2016. The number of Aboriginal and Torres Strait Islander staff also increased in this timeframe, from 55 staff in June 2015 to 67 in June 2016.

Equal Employment Opportunity Statistics

	June 2016	% of total staff
Female	259	71.5%
Male	103	28.5%
Aboriginal & Torres Strait Islander	67	18.5%

Staff by Location and Employment Type

Location	Full time	Part time	Casual	Total
Alice Springs	44	23	18	85
Darwin	100	39	44	183
Katherine	15	6	21	42
Nhulunbuy	17	4	4	25
Remote	1	3	23	27
Total	177	75	110	362

Supporting our Staff

The Human Resources team commenced some new initiatives in 2015-2016, including:

- the implementation of an on-line induction program;
- the launch of an Aboriginal and Torres Strait Islander Traineeship Program, with three young people now engaged in the program;
- the launch of an Employee Review and Development process;
- the roll-out of Bullying, Harassment and Discrimination Training;
- the introduction of an on-line recruitment process.

10+ Years of Service

Anglicare NT thanks our longest-serving staff members and looks forward to many more years working with them. This year Ann Buxton, Deputy CEO, celebrated 20 years at Anglicare NT. A surprise afternoon tea was held to honour the occasion and she was presented with an Indigenous carving of a tawny frogmouth in recognition of her leadership, longevity and wisdom.

Adam Holme
Anita Cheung
Ann Buxton
Benita Bernabe
Chloe Yiannitsaros
Danielle Taylor
David Hayes
Deborah Grame
Desiree Hathaway
Ellen Sercombe
Gavin Coehn

Jennifer Neil
Julie Hoare
Julie Rothall
Michelle Parker
Nancy Choa
Rosa Malpartida
Ruth Amerasekera
Stephanie Bradley
Tangi Haami
Wendy Scarlett



Anglicare NT Alice Springs staff

Workplace Health and Safety

Achievements and activities for 2015-2016 include:

- flu vaccinations were provided to staff;
- the number of Fire Wardens, First Aid Officers and WHS Committee representatives increased. At July 2016, all key WHS representative positions were filled;
- incident management and reporting processes were reviewed across the organisation;
- workplace inspections and audits were completed at all sites.

Staff Chaplains

Three part-time Staff Chaplains are available for consultation by Anglicare NT staff. The Staff Chaplain's role incorporates pastoral care for all staff and volunteers, as well as a focus on spirituality within the organisation and linkages to Anglican parishes.



Our Volunteers

Every day, the generous efforts of volunteers help us to provide support and hope to Territorians in need. In the past year, 299 volunteers have provided thousands of hours of support to our Aged Care Programs, Community Visitors Scheme and ReStore Op Shops. Anglicare NT could not offer the programs and support that we do without the valuable assistance we receive from our volunteers. We thank our volunteers for their efforts – we couldn't do it without you!

Volunteer Recognition

Steve Rogers has been volunteering with Anglicare NT's Meals on Wheels program since January 2014. Anglicare NT nominated Steve for the Chief Minister's Volunteering Awards during National Volunteer Week in 2016. Steve received a Certificate of Appreciation to thank him for all the time he has given to ensuring people who are at risk of early admission into nursing homes stay well-nourished in their own homes.



Steve is dedicated in his role and is a valuable asset to the program. He takes on extra shifts when people are away and even visits other volunteers in hospital when they are unwell. Thanks Steve.

Quality Improvement

In May 2016, following the QIP accreditation review in October 2015, Anglicare NT was advised that it had achieved accreditation against both the Quality Improvement Council Health & Community Services Standards (QIC HCSS) and, for headspace, the National Standards for Mental Health Services (NSMHS).

Feedback from the review focussed on Anglicare NT's demonstration of sound governance and management of its services, and on its role as a key player at government, regional and local levels. Staff were commended on their passion for their work and commitment in getting the best outcomes for clients. Client interviews across the range of services during the accreditation review confirmed the importance of Anglicare NT in working with clients to make positive changes in their lives.

Anglicare NT has now moved to the 'taking action' phase of the 3-year accreditation cycle. Improvement plans for both the QIC HCSS and NSMHS are currently being implemented and work has commenced on refining processes for gathering evidence for the 2018 accreditation review.

The Policy Library was developed prior to the 2015 accreditation review and provides access for staff to Anglicare NT's current, approved policy and procedure documents. The Quality Manager, Bronwyn Phillips, believes the changes in the Policy Library over time show the progress the organisation is making in developing new and strengthening existing organisational processes and systems. She often gets feedback from staff on the growing number of documents in the Library, and how easy they are to read.

Ann Buxton, Dave Pugh and Quality Manager, Bronwyn Phillips, proudly display the Quality Improvement Council & Community Services Standards accreditation certificate



New Strategic Plan

The Chair of Anglicare NT's Board, Mr Richard Giles, launched the agency's new 3-year strategic plan in Nhulunbuy in May 2016. The plan affirms our core values and the principles that guide the way we work. The plan defines our purpose and reminds staff about our foundations – our deep connection to the outreach work of the Anglican Church, shaped by the teachings of Christ and our firm foundation of respect for Aboriginal culture, identity and knowledge.

The Strategic Plan identifies a number of major goals that will strengthen and guide our agency over the coming 3 years. These include:

- enhancing and integrating an agency-wide client feedback and complaints system;
- developing administrative systems and practice frameworks to fully implement client directed care approaches in aged care and NDIS;
- establishing an internal training and development strategy to meet induction, practice development, management and leadership requirements;
- strengthening data, outcome measures and connection to research to drive service development;
- developing independent income through the implementation of a fundraising strategy.



"We know this is a good plan. Let's ensure its implementation leads to the fulfilment of our purpose of enrichment of relationships, fullness of life and social justice for all"

Richard Giles, Chair



Anglicare NT's five values of Respect, Fairness, Community, Hope and Integrity depicted in poster format.

Our Governance

Board and Committees



Board Members left to right: Mr Richard Giles, Mrs MunLi Chee, Ms Clarisa Comerford, Ms Leeanne Zamagias, Ms Sally Yule, The Very Reverend Dr Keith Joseph, Dr Howard Bath, The Right Reverend Dr Greg Anderson (Absent: Ms Olga Havnen, The Honourable Jane Aagaard, Mr Greg Buxton and Ms Janie Mason), October 2016

Anglicare NT is governed by a voluntary Board of Directors who meet monthly to develop and approve the governance and strategic frameworks that guide, monitor and evaluate Anglicare NT's direction and management. The Directors generously dedicate their time and skills to ensure Anglicare NT provides quality, culturally appropriate services that are continuously improving and reflecting the needs of the communities Anglicare NT serves.

Anglicare NT Board Meetings and Attendance July 2015 – June 2016

	Number eligible to attend	Number attended
Richard Giles	10	10
Jane Aagaard	1	0
Greg Anderson	10	10
Howard Bath	10	10
Greg Buxton	6	2
MunLi Chee	10	9
Olga Havnen	6	3
Keith Joseph	10	8
Janie Mason	8	6
Sally Yule	1	1
Leeanne Zamagias	10	10

Our Committees

Audit and Risk Management Committee

The Audit and Risk Management Committee's charter is to provide the Board with independent assurance and advice on Anglicare NT's financial performance, compliance with legislation and risk management. Members include Mr Iain Summers (Chair), Ms Leeanne Zamagias (Registrar), Mrs MunLi Chee, Chief Executive Officer and Executive Manager Corporate Services.

Client and Clinical Practices Governance Committee

The Client and Clinical Practices Governance Committee is responsible for ensuring Anglicare NT's clinical and client practices are accountable, of good quality, compliant with regulatory requirements, responsive to client needs and focussed on continuous improvement. Dr Matthew Frei is the Independent Chair of the Committee. Dr Howard Bath, the Chief Executive Officer, the Deputy Chief Executive Officer and the General Manager Mental Health make up this Committee.

Governance Committee

The Governance Committee ensures that the Board fulfils its responsibilities through adequate governance development, recruitment, strategies, training, monitoring of Board activities and evaluation of the Board and CEO performance. The Governance Committee is made up of Mr Richard Giles (Chair), Ms Leeanne Zamagias and The Right Reverend Dr Greg Anderson.

Financials

The 2015-2016 financial year was the first year of operation of the new entity, Anglicare NT Ltd. The 2015-2016 year showed a strong financial performance for the organisation. Approximately half of the reported surplus resulted from the accounting treatment of a capital grant for the new headspace facility at Casuarina.

In addition to the strong financial position in 2015-2016, Anglicare NT Ltd commenced a strategy of capital investment to build on the long term sustainability of the organisation. We also initiated a renewed cycle of vehicle turnover and a consolidation of office space, along with an expansion of ICT capacity to meet the growth of the organisation.

Corporate Goals for 2016-2017:

- further upgrades of financial management systems and processes to increase capabilities and reporting functionalities;
- improved budgeting and forecasting mechanisms to promote better financial management and performance;
- improvements to the contract management system to meet the increasing needs of the organisation;
- development of an infrastructure plan to meet our current and emerging needs;
- finalisation of the consolidation of the Darwin offices.

Anglicare NT Ltd Statement of Profit and Loss and other Comprehensive Income for the Year Ended 30 June 2016

	2016 \$
Grant Revenue	28,936,419
Interest Revenue	386,054
Other Revenue	1,804,097
Total Revenue	31,126,570
Expenses	
Employee related expenses	19,729,333
Depreciation & amortisation expense	600,354
Client support services expense	2,193,626
Administration expense	2,266,472
Motor vehicle expense	612,310
Information communication technology	1,105,547
Property	2,594,321
Travel	626,051
Total Expenses	29,728,014
Net Current Year Surplus	1,398,557
Other Comprehensive Income	
Fair value re-measurement gains/(losses) on available-for-sale financial assets	(76,754)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	1,321,803

The full set of audited financial statements for Anglicare NT Ltd are available on request to Anglicare NT or via the Australian Charities and Not-for-Profits Commission's website at: www.acnc.gov.au

Our Governance

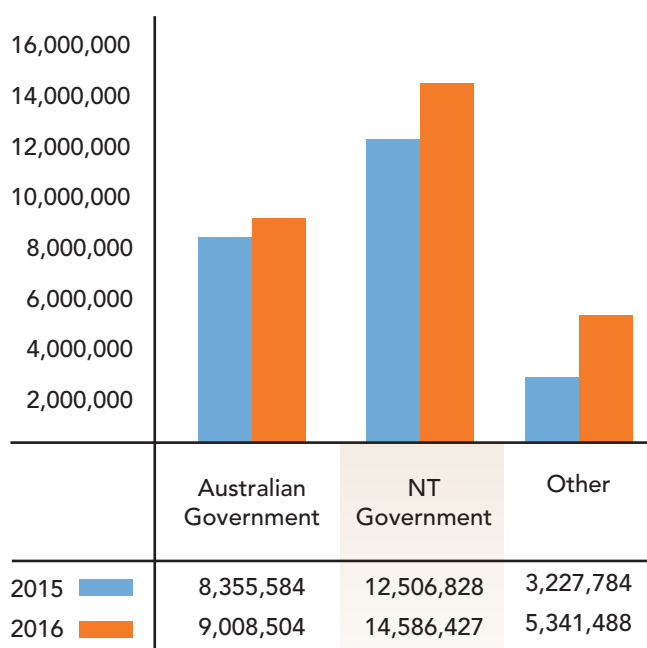
Financials

Analysis of Income Sources 2015-2016

Once again Anglicare NT Ltd experienced a growth in total revenue as a result of net increases in government grants. Total income for the financial year was \$31,126,570 representing an 18% growth in revenue. As noted, 21% of that growth is accounted for by a capital grant. Anglicare NT Ltd continued to strengthen its stability through further diversification of its funding and income sources in 2015-2016, including increasing returns on financial investment opportunities.

Income Sources 2015-2016

GRANT FUNDING



Anglicare NT Ltd Statement of Financial Position as at 30 June 2016

	2016 \$
ASSETS	
CURRENT ASSETS	
Cash on hand	8,162,308
Accounts receivable and other debtors	1,500,400
Other current assets	657,024
TOTAL CURRENT ASSETS	10,319,732
NON-CURRENT ASSETS	
Financial assets	4,380,744
Property, plant and equipment	1,898,928
Intangibles	-
TOTAL NON-CURRENT ASSETS	6,279,672
TOTAL ASSETS	16,599,404
LIABILITIES	
CURRENT LIABILITIES	
Accounts payable and other payables	5,749,117
Employee provisions	1,409,104
TOTAL CURRENT LIABILITIES	7,158,221
NON-CURRENT LIABILITIES	
Other payables	91,052
Employee provisions	556,745
TOTAL NON-CURRENT LIABILITIES	647,797
TOTAL LIABILITIES	7,806,018
NET ASSETS	8,793,386
EQUITY	
Retained surplus	7,758,411
Reserves	1,034,975
TOTAL EQUITY	8,793,386

The full set of audited financial statements for Anglicare NT Ltd are available on request to Anglicare NT or via the Australian Charities and Not-for-Profits Commission's website at: www.acnc.gov.au

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF ANGLICARE N.T LTD**

Report on the Financial Report

We have audited the accompanying financial report, of Anglicare N.T Ltd ('Anglicare'), which comprises the statement of financial position as at 30 June 2016, statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the Directors' declaration.

Directors Responsibility for the Financial Report

The Directors of Anglicare N.T Ltd are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements, *the Corporations Act 2001*, and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the Directors determine is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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

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

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

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001 and the Australian Charities and Not-for-profits Commission Act 2012.

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF ANGLICARE N.T LTD (CONT)**

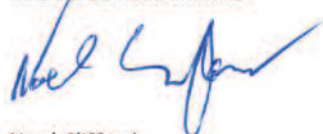
Opinion

In our opinion, the financial report of Anglicare N.T Ltd has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and the Corporations Act 2001, including:

- i) giving a true and fair view of Anglicare N.T Ltd's financial position as at 30 June 2016 and of its financial performance for the year ended on that date; and
- ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements, the Corporations Regulations 2001 and the Australian Charities and Not-for-profits Commission Regulation 2013.



Nexia Edwards Marshall NT
Chartered Accountants



Noel Clifford
Partner

Darwin
Northern Territory

27 October 2016

Acknowledgements and Thanks

Volunteers

Thank you to our many volunteers across the NT. Your time and commitment is greatly appreciated and helps us to provide vital services to Territorians from all walks of life.

Board

The Anglicare NT Board members give generously of their time and we thank them for supporting and directing our endeavours.

Anglican Diocese of the NT and Parishes

The Anglican Diocese of the NT and Parishes have provided considerable assistance, guidance and support.

Memberships

AMSANT Pty Ltd
Anglicare Australia
Association of Alcohol and Other Drugs Agencies NT
Australian Institute of Company Directors
Australian Psychological Society
Child and Family Welfare Association
Council of the Ageing (NT)
Darwin Regional Indigenous Suicide Prevention Network
Early Childhood Australia
Family Matters
Family Relationship Services Australia
Foodbank Northern Territory
Homelessness Australia
Integrated Disability Action Inc.
Mental Health Coalition NT
Multicultural Council of Northern Territory
National Association of Gambling Studies
National Disability Services Limited
NT Council of Social Services
NT Shelter
Refugee Council of Australia
Settlement Council of Australia
Suicide Prevention Australia
Supply Nation
The Australian College of Mental Health Nurses
Volunteering SA & NT Incorporated

Funding Bodies

Australian Government

Department of Health
Department of Prime Minister and Cabinet
Department of Social Services

NT Government

Department of Attorney General
Department of Chief Minister
Department of Children and Families
Department of Corrections
Department of Health
Department of Housing

Other Organisations

beyondblue
Brotherhood of St Laurence
Centrecorp Foundation
Commonwealth Bank Australia
Good Shepherd Microfinance
headspace National Youth Mental Health Foundation
Mothers' Union Australia
NAB
NT Primary Health Network
United Synergies



The artwork featured in this report was created for an art exhibition organised by Communities for Children Alice Springs during Children's Week in October 2015. This artwork was entered by a student from Acacia Hill School.



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