



Annual Report 2016-17



Anglicare NT

RESPECT • FAIRNESS • COMMUNITY



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.

Credits

Copy: Lila Loveard and Lisa Fogarty
Photographs: Lisa Hatz and Anglicare NT staff
Design: Associated Advertising & Promotions
Editor: Ashley Perez

2016-17 Annual Report
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Cover photo: Elizabeth Djandilya Thosne and her granddaughter help launch a bilingual baby song book in Galiwin'ku, East Arnhem.

Above photo: Benji has his face painted at a Home Interaction Program for Parents and Youngsters (HIPPY) event in Darwin.

About Us

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.

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Letter from the Bishop

Anglicare NT is an important part of the family of the Anglican Diocese of the Northern Territory. Its many programs and dedicated and skilled staff across the length and breadth of the Territory reach many people who at present are not reached by our churches. In connecting with them, Anglicare NT seeks to bring them closer to the fullness of life that Jesus promises.

As this Annual Report shows, that work includes senior Territorians, those with disabilities, people experiencing financial hardship, children, families experiencing conflict and confusion, those in residential care, people in need of housing support, and young people experiencing mental illness.

Anglicans, along with other Christians, look forward to a world where all humans flourish, indeed one in which the whole creation thrives. We cannot complete that work ourselves, but we believe that the resurrection of Jesus Christ guarantees that it will happen.

Meanwhile, the work of social justice advocacy, welfare for people on the edge, and support for those who need it, points to what that future world will be like. It gives a taste in the present of what will come true in the future. It is an expression of God's love for all people, and God's particular care for the disadvantaged.

Anglicare NT and the churches of the Anglican Diocese are committed to working together. This partnership is precious and we trust it will bring blessing both ways.

We continue to explore how that relationship can be strengthened further. One example of this was the service for Anglicare Sunday held in Alice Springs at the Anglican Church of the Ascension, which built on the chaplaincy work in the Centre – chaplaincy work taking place in Katherine and Darwin as well.

I congratulate Anglicare NT on all it has achieved in the last year, and commend its work to your prayers, that it will continue to be an agency that efficiently and effectively uses the resources available to it to bring Territorians fullness of life.

The Right Reverend Dr Greg Anderson

Bishop of the Anglican Diocese of the Northern Territory



Welcome from the Chair

It has been another strong year for Anglicare NT – not only through the provision of diverse and quality services, but through an increase in public engagement and advocacy for the needs of our clients and the wider community.

I am also pleased to report that we have maintained a healthy financial base, giving us strength to develop new approaches, increase service offerings and adapt to the ever-changing environment in which we operate.

I have previously expressed concerns as to the number of short term government contracts under which we operate. Having advocated a need for change, we welcome the news that the Territory Government has committed to 5 year funding contracts, bringing it in line with the position recently adopted by the Australian Government. This longer-term approach, when implemented, will allow Anglicare NT and other community service organisations to have a greater level of certainty in ongoing operations, allow for better planning and delivery of services, and ultimately improve outcomes for our clients across the Territory.

Highlights from the year include:

- the launch of our new Stretch Reconciliation Action Plan in October 2016; and
- the opening of our Winnellie premises in December 2016, as well as a much needed upgrade of our Ludmilla premises, to achieve a consolidation of our Darwin based services.

At a board level we have:

- reviewed the terms of reference of our Care Governance Committee and appointed Dr Jo Wright as its chair; reviewed the terms of reference of the Audit and Risk Committee, which under the leadership of Iain Summers continues to provide critical support and advice to our board and our organisation more broadly; and
- completed a facilitated board review, with one of the outcomes being that the board will place a greater focus on strategic issues, challenges and opportunities. The board undertook this review in a staged process over the course of a year and it will remain an ongoing work in progress.

I would like to again thank my fellow board members; our CEO, Dave Pugh and his dedicated and hardworking leadership team; as well as our fabulous staff and volunteers. Your efforts are truly appreciated and continue to enable Anglicare NT to make a difference.

Richard Giles

Chair of the Board



Message from the CEO

Anglicare NT recognises the value in working alongside agencies who share a similar vision. In September 2016, we were proud to host the National Anglicare Australia Conference here in Darwin. The gathering provided an opportunity to reflect on our priorities, such as how to be respectful of Aboriginal culture, how to truly innovate to address poverty, and how to develop services that respond to clients and communities impacted by family and domestic violence. We were pleased that so many participants found it a highly creative, moving and effective conference.

In the past year we have continued to grow and strengthen our organisation. Services in Nhulunbuy and East Arnhem have developed with the addition of the Intensive Family Preservation Service and the Tenancy Support Program. In Alice Springs we have a new Neighbourhood Enhancement Worker and additional support for men leaving prison. The headspace program now has greater capacity to support young people at risk of, or experiencing, psychosis. It has also created an Individual Placement and Support Service to strengthen employment pathways, and is piloting the Yarn Safe Aboriginal Mental Health Traineeship Program. In Darwin and Katherine our disability and aged care programs also continue to grow.

Advocating for social policy reform and advocating to address service gaps are priorities at Anglicare NT. Like most Australians, we were saddened by the revelations on Four Corners about abuse of young people in the Don Dale Youth Detention Centre. We have documented our concerns and recommendations in a submission to the Royal Commission into the Protection and Detention of Children in the NT. Separate to those issues, we have also advocated for early childhood reform, for a headspace service in Katherine, for reforms to NDIS and for support to young people leaving state care.

Staff are our greatest asset and we have a young, dynamic, growing and ever-changing workforce. In the past year, we introduced a new mandatory training framework to ensure that all staff are supported to complete core training for their job. We again surveyed staff to learn more about what they think and how we can improve as an employer. We learnt that staff continue to love working here, are optimistic for the future of Anglicare NT and have a high level of trust in their managers. But we can always improve.

Our leadership groups at Anglicare NT deserve a special mention. The Board are committed to regular reviews and to constant improvement – they are great to work with and to learn from. The Executive Management Team and senior managers are a very skilled, hardworking and values-driven group. I feel greatly honoured to be part of these teams and to have a role in this organisation that is so focussed on improvement and meeting the needs of our NT communities.

Dave Pugh
Chief Executive Officer

Management Team

Executive Management Team



Ann Buxton
Deputy CEO
Executive Manager
Youth, Family and
Remote



Jade Gooding
General Manager
Mental Health



Carolyn Talbot
Executive Manager
Corporate Services



Terry Cleary
Executive Manager
Community Care
and Access



Ashley Perez
Executive Manager
Engagement and
Development

Operational Management Team

Lyn Buckley
Regional Operations Manager,
Central Australia

Holly Kercheval
Regional Operations Manager,
Katherine

Wendy Scarlett
Initiatives Manager,
East Arnhem Children's Services

Anthony Galloway
Operations Manager,
Resolve

Fiona Lodge
Operations Manager,
Darwin Community Services

Jemma Wood
Operations Manager,
Youth Support and Development

Sandy Graham
Regional Operations Manager,
East Arnhem

Robert Rooth
Initiatives Manager,
Money Matters



Anglicare NT Executive Management Team meet with senior managers

Our Year in Review

Over the past year, Anglicare NT has continued to develop capacity as an agency. Highlighted by work undertaken from our strategic plan, we have focused on continuous improvement of our services and renewal of resources for our clients and staff. We continue to develop, adapt and grow, enhancing opportunities for participation in the communities where we work.

Some of our key achievements for 2016-17:

- Anglicare NT hosted the 2016 National Anglicare Australia Conference in Darwin.
- NDIS Registration was achieved and Anglicare NT services listed on the NDIS portal.
- Anglicare NT received accreditation and positive appraisal of its Commonwealth Home Support Programme (CHSP) against National Aged Care Standards.
- headspace Darwin implemented two new services – an Aboriginal & Torres Strait Islander Mental Health Traineeship Program and a vocational specialist support service.
- The Intensive Family Preservation Service (IFPS) was established on the Gove Peninsula to keep families together by addressing individual and family concerns.
- Anglicare NT commenced management of a community housing complex in Alice Springs that provides townhouses for people on a low-moderate income.
- The Katherine Regional Office opened the Barramundi Room to provide a client friendly meeting and training space. The colourful creative space is open-plan and features computer equipment, a fully-equipped kitchen, dining area, workshop area and chill-out corner.
- Anglicare NT completed the mid-cycle Quality Innovation Performance assessment against improvements plans for the QIC Health and Community Services and the National Standards for Mental Health Services (NSMHS).

- A centralised Complaints Management System was established as part of our commitment to actively address, review and respond to all feedback.
- A major property upgrade of office spaces in Darwin accomplished a consolidation of office sites and improved linkages between services including Communities for Children, Community Access and Corporate Services.
- Renovations at Anglicare NT's Ludmilla premises achieved integration of Youth, Money Matters, and Resolve Counselling and Mediation services. Highlights include a new reception area and meeting rooms, upgraded kitchen, bathrooms and office spaces.



The Right Reverend Dr Chris Jones, Chair of Anglicare Australia, speaks at the National Anglicare Australia Conference



Anglicare NT hosts the National Anglicare Australia Conference at Government House in Darwin

Our Advocacy

As an advocate for social change, Anglicare NT continues to work to improve outcomes for Territorians. Over the past year we have partnered with like-minded organisations, community groups and with government to identify strategic policy priorities and make targeted advocacy efforts that improve social justice for all.

Some of our advocacy contributions for 2016-17 are:

- Conducting the 2017 Rental Affordability Snapshot (RAS) for the Northern Territory, as part of a national survey undertaken by Anglicare Australia. This year's figures showed there is an acute and immediate housing crisis for people on income support in the Northern Territory.
- Signing and supporting the 'Home Stretch' campaign, which was launched in the Northern Territory by Associate Professor Philip Mendes. The aim of the campaign is to advocate for change in government legislation to allow young people the option of staying in supported care until they are 21 years of age.
- Participating in the 'Making Justice Work' campaign, which brings together a range of groups with the common interest of creating effective responses to crime, including keeping young people out of the criminal justice system wherever possible.
- Contributing to a Child Rights Forum, hosted by Menzies School of Health Research and Charles Darwin University's School of Law.
- Providing a submission to the Productivity Commission and the Federal Joint Standing Committee on the National Disability Insurance Scheme (NDIS), which highlights the impact of disability and aged-care reforms in remote and regional communities.
- Sponsoring a seminar with Professor Patrick McGorry AO, the Executive Director of Orygen, to highlight headspace Darwin's continued partnership with Orygen and a commitment to mental health research and quality improvement.
- Anglicare NT CEO Dave Pugh being appointed to the NT Government Early Childhood Expert Reference Panel.
- Participating in a campaign to establish a headspace service for young people in Katherine.
- Organising events to raise awareness of Youth Homelessness Matters Day, including Couch Surfing races in Darwin and Youthfest in Katherine.
- Providing a detailed submission to the Royal Commission into the Protection and Detention of Children in the NT. Dave Pugh stated "it is critical that collective efforts are increased to reduce the number of children and young people entering child protection, Out of Home Care and juvenile justice systems. That said, we must continue to invest in children and young people who do enter these systems and ensure they are provided with viable opportunities for support."



Young people from Gunbalanya race in the annual Couch Surfing event held at Parliament House

Our Reconciliation Action Plan

The new Anglicare NT Reconciliation Action Plan (RAP) was launched in October 2016 by the Board Chair, Mr Richard Giles. The Stretch RAP, our second RAP, governs the organisation's reconciliation activities until 2019. Anglicare NT's vision for reconciliation is a society that acknowledges and values the unique place of Aboriginal and Torres Strait Islander peoples, accepts our shared history and embraces equality and equity.

The new Reconciliation Action Plan contains 19 actions that commit Anglicare NT to work to close the gaps in wellbeing, wealth, life expectancy, general health, education and employment.

Reconciliation activities for 2016-17:

- Providing cultural training to staff, including the use of an online training program and face-to-face training courses presented by local Aboriginal people.
- Developing an Aboriginal and Torres Strait Islander Recruitment Strategy.
- Reviewing and strengthening procedures regarding cultural leave and bereavement leave.
- Celebrating NAIDOC Week and Reconciliation Week at Anglicare NT sites with cultural and historic tours, cultural activities, welcome ceremonies, traditional food and speeches.
- Participating in NAIDOC Week marches in Alice Springs, Darwin and Katherine.
- Strengthening relationships in the Katherine area with the Kalano Community Association, Wurli-Wurlinjang Aboriginal Health Service and Mimi Arts.
- Connecting with local Aboriginal communities through event support, consultation, training, service promotion and community engagement activities.
- Providing Gold Sponsorship of the Barunga Festival, which celebrates remote Indigenous community life, sport, art and culture.
- Hosting key staff from other Anglicare agencies at the Garma Festival to share knowledge, embrace culture and foster a greater understanding between Indigenous and non-Indigenous Australians.

"Anglicare NT treasures our RAP as it embodies our long-standing commitment to being a culturally safe, empowering and respectful organisation for Aboriginal and Torres Strait Islander staff and the community. We are excited about the new commitments to stretch our organisation and further embed our commitment to reconciliation."
Mr Richard Giles, Anglicare NT Chair.

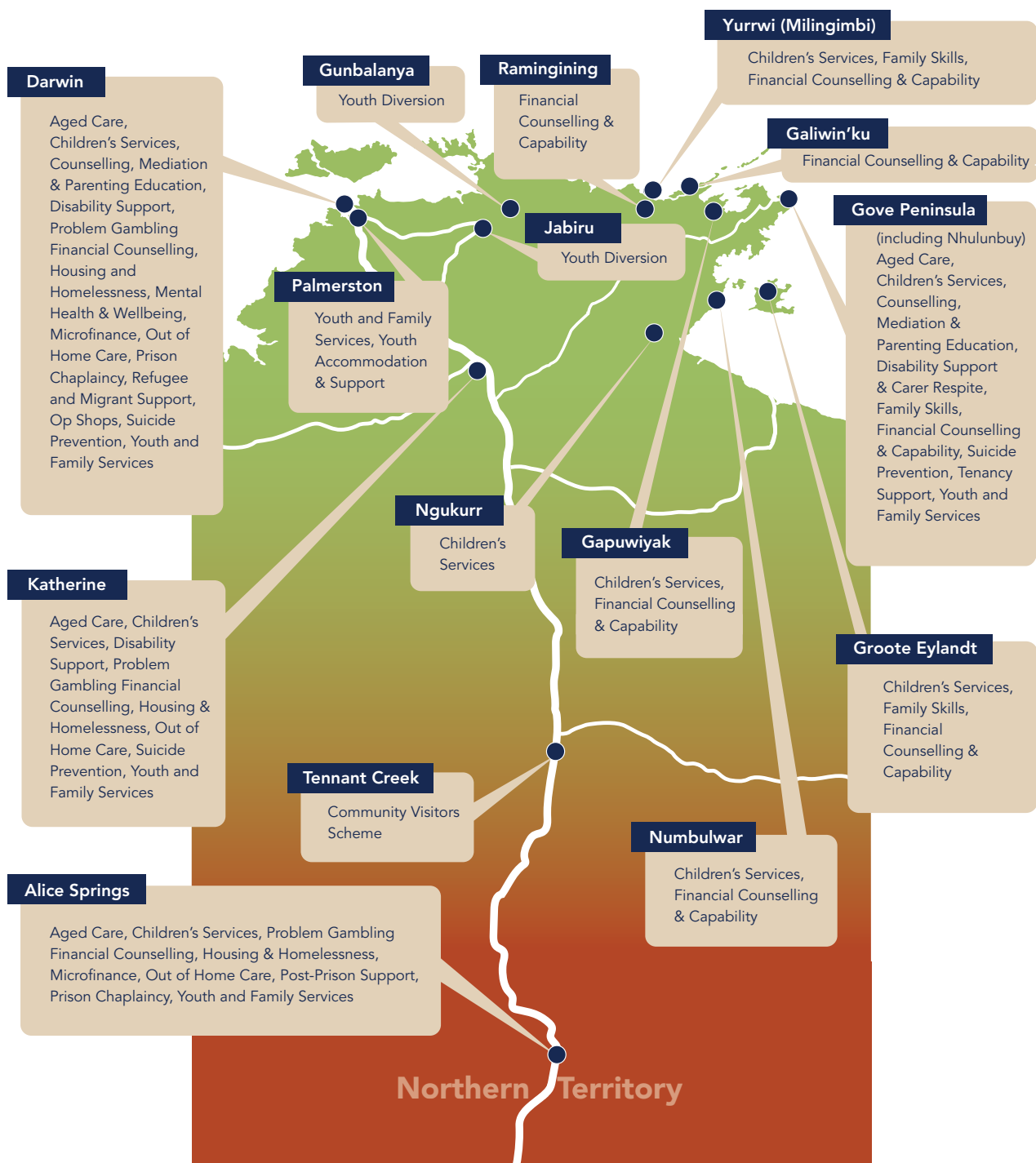


Anglicare NT staff join the NAIDOC Week march in Darwin

Our Services

Service Locations

Anglicare NT is one of the largest providers of welfare, social justice and community development services in the Northern Territory, employing over 380 staff and 250 volunteers. Anglicare NT delivers responsive, interconnected and culturally appropriate support services in urban, regional and remote locations. This map indicates Anglicare NT operational bases – it doesn't reflect that some services are offered NT-wide or others that are offered on a visitational basis in remote communities. The full list of services is available at anglicare-nt.org.au



Summary of Services

	Service	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Children	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							■
	Intensive Youth Support Services	■	■	■	■			
	Intensive Family Preservation Service					■		
Out of Home Care (OoHC)	24/7 General Residential Care	■		■	■			
	Family Group Homes			■	■			
	Moving On – Aftercare Support & Brokerage	■	■	■	■	■	■	■
Financial Support	Financial Counselling					■	■	
	No Interest Loans Scheme			■				
	StepUp Loans	■						
	Problem Gambling Financial Counselling	■	■	■	■			
	Indigenous Money Mentor			■		■	■	
Counselling and Mediation	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	■	■			■		
	General Counselling	■	■			■		

	Service	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Mental Health and Wellbeing	headspace Darwin	■	■					
	headspace Youth Early Psychosis Program (hYEPP)	■	■					
	Vocational Support Service	■	■					
	Indigenous Youth Engagement	■	■					
	Top End Suicide Intervention Awareness Training	■	■		■	■	■	■
Housing and Homelessness	Family Accommodation and Support				■			
	Tenancy Support and Sustainability	■		■		■		
	Transitional Housing Program	■		■				
	Community Housing			■				
	Garaworra Managed Accommodation	■						
	Outcare – Men's Post Release Accommodation			■				
Disability Support 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	■	■		■	■		
Aged Care	Meals on Wheels			■	■	■		
	Home Support	■	■	■	■			
	Transport & Social	■	■	■		■		
	Assistance with Care and Housing	■						
	Community Visitors Scheme	■	■	■	■			■
	Home Care Packages					■		
	Home Maintenance			■				
Community Support and Engagement	Refugee and Migrant Support	■	■					
	Prison Chaplaincy	■	■	■				■
	Op Shops	■						
	Volunteer Program	■	■	■	■	■		



“

Anglicare NT provides transport so I can go to appointments, do my shopping, join the gym program and go on excursions. I get to meet new people and be with my friends. We all get along well and are so happy to have this program.”

Greta Witte

Commonwealth Home Support Programme

Aged Care, Respite and Disability Support

Anglicare NT offers a range of services that help older people and people with a disability to remain connected to their community, lead independent lives and stay in their own homes as long as possible. Home support, social support, carer respite and community access services are provided by committed and passionate staff.

As an authorised provider of support services under the National Disability Insurance Scheme (NDIS), we are continuously developing services and management systems to support people to connect with the NDIS as it is rolled out across the Northern Territory.

Highlights

- Anglicare NT received accreditation of its Commonwealth Home Support Programme (CHSP) against National Aged Care Standards. The assessors, from the Australian Aged Care Quality Agency, were particularly impressed with the positive feedback they received from staff and older people accessing services.
- Anglicare NT achieved NDIS registration and service listing on the NDIS portal following an assessment by external auditors against the NDIS Quality and Safeguarding Framework. Services commenced under the NDIS model in Darwin and East Arnhem, with Alice Springs and Katherine to follow in the near future.
- The Community Home Support service in Katherine gained additional funding, enabling the service to assist more people through Individual Support Packages (ISP). The packages offer flexible support to help people with a disability meet their needs and achieve their goals, and assist their family and carers.
- The Commonwealth Home Support Programme (CHSP) in Alice Springs celebrated Neighbours Day, supporting the 2017 theme of 'The Importance of Social Connection for the Elderly.' The CHSP team collaborated with the Australian Red Cross to hold morning tea and information sessions at several aged care facilities in the area. The sessions provided the opportunity for a fun social event and the chance for people to learn about services for older people.

705

older people accessed
aged care services

117

people visited by
CVS volunteers

109

people accessed
disability support
services

Aged Care, Respite and Disability Support

Implementing the NDIS

The National Disability Insurance Scheme (NDIS) is a new way of providing individualised support services for people with a disability. Following the implementation of the NDIS trial in the Barkley region, the scheme began in January for people living in East Arnhem and for people living in supported accommodation in Darwin. Anglicare NT is currently involved in the implementation of the scheme in these regions and will roll out the scheme in the Katherine and Alice Springs regions from the beginning of July 2017.

We remain committed to supporting people with a disability and their families by listening to their needs and aspirations. Much work has been done across the organisation to ensure our readiness to operate within the NDIS environment, including meeting the NDIS registration requirements of the NT Quality and Safeguarding Framework and establishing new financial processes. We are also looking at the development of new, innovative programs aimed at increasing the level of choice and control for NDIS participants.

Seniors Stay Healthy and Engaged

The Commonwealth Home Support Programme (CHSP), provided by Anglicare NT in Darwin, Palmerston, Alice Springs, Katherine and Nhulunbuy/Gove Peninsula, offers a range of support services to older people.



Alice Springs Aged Care residents celebrate Neighbours Week

The services aim to help older people maintain their independence and live in their own homes as long as possible. Support services include home and personal care assistance, social activities, exercise groups, transport services, access to home maintenance support and Meals on Wheels (Alice Springs and Katherine).

While many of the support services assist older people with everyday tasks, other programs focus on creating opportunities to engage with peers and the wider community. Regular physical and social activities help older people stay active, involved and connected with the community. In Darwin, different social activities are offered each day of the week including bingo games, lunches and gym activities. The 'Heart Starters' program provides a bus pick-up service, an exercise class tailored to individual needs and a healthy shared lunch. Due to the success of this program, it will soon be offered in Palmerston in addition to Darwin.

Community Feedback Drives Program Direction

The Community Home Support service in Katherine, which supports older people and people with a disability, has established a new group for older people accessing services in the area. The Aged Care Consumer Group provides older people with an opportunity to consult with staff and community stakeholders and to share and receive relevant information. The group provides feedback and advice on services, service delivery and upcoming group activities, and helps plan the end of year Christmas celebration party. Attendees have expressed positive feedback about the group meetings and feel that they provide aged care consumers with a genuinely inclusive voice.

The Aged Care Consumer Group enjoys attending Anglicare NT's Katherine Office on Friday mornings for the Barista Morning Tea social event. The weekly morning tea is held in the new Barramundi Room and is provided by the Community Home Support service. Program participants learn the art of barista coffee-making, customer service, meal preparation, money handling, kitchen safety, social engagement, hygiene, and do a weekly stock check. Participants use a form with visual selection options to take orders.

Disability Services Expansion

Darwin Community Access Service (DCAS) provides a range of support services for people with a disability to enable them to continue living independently within their community. The DCAS team provides support to clients who have an active NDIS plan, as well as long term clients requiring regular in-home support such as

weekly domestic assistance. In the last 12 months, DCAS has grown significantly. A key aspect of the growth is related to the changing needs of clients, and the ability of DCAS to be a flexible service that can respond to changing requirements.

Recently, a client with two prosthetic legs fell while shopping, fortunately with a support worker there to arrange an ambulance and escort her to hospital. The client lives by herself and broke her arm badly, being reduced to one functional limb. When notified of her discharge from hospital, staff immediately responded with daily visits, shopping assistance, meal preparation, cleaning and support with showering. The team's immediate response and ongoing physical and mental support played a key role in the client's recovery and enabled her safe return home, instead of having to remain in hospital.



Heather takes part in a weaving activity

Community Engagement in East Arnhem

The East Arnhem Respite, Aged and Disability team has had a busy year coordinating regular meetings and activities for an array of men's and women's groups, and supporting individuals with tailored activities. Participants have engaged in numerous artistic, cultural, skill development and physical enablement activities including exercise classes, collecting seeds for traditional jewellery, weaving projects (with looms built by a local community group), fishing, swimming and other community access activities. There have been breakfasts in and lunches out, healthy-eating cooking sessions, assistance with shopping and food preparation and attendance at Seniors Lunches.

Staff and participants helped revitalise the town centre through a 'Bin Art' Project with the Nhulunbuy Corporation, which engaged multiple schools and

community groups. The colourful bins now brighten up Nhulunbuy Township centre. Groups also attended a 'Merri Gatha' workshop in Yirrkala where they took part in a traditional string ceremony, while carers have been supported to 'keep on caring' through respite, information and tailored assistance.

Volunteer Visits Benefit Young and Old

The Community Visitor's Scheme (CVS) operates across the Northern Territory, facilitating volunteers to visit socially or culturally isolated people in aged care homes and home care. As a volunteer with CVS, Sarah has been visiting Sheila at an aged care facility for over two years. Sarah's two sons, aged 3 and 1, always accompany her on the visits.

"During our visits, we usually sit in the sun and talk and then go for a short walk. Sometimes the boys bring something to show Sheila, like a musical instrument, toy or a photo from a family holiday. Sheila loves to go for walks and likes to sit in the sun. She likes to hold hands with myself or the boys. I think it is really important, especially for children, to be around people who are different to them. I was particularly proud one visit when my son walked into the communal space and, unprompted by anyone, responded to another resident's greeting by holding out his hand to him and saying hello. They held hands for a while and had a short chat. Often my son doesn't want to visit, but when he is there he enjoys it and it takes him out of his comfort zone. My baby gets lots of squeezes, cuddles and smiles from everyone."

Sarah, CVS Volunteer.



Sarah, a volunteer with the Community Visitors Scheme, regularly visits Sheila at an Aged Care facility



“

The foundations for life are laid down early, before birth and before children start school. This is the best time to support families and provide opportunities for children to build their strengths.”

Dave Pugh
Chief Executive Officer

Children, Youth and Families

Anglicare NT recognises the importance of building welcoming and connected communities, capable of caring for children and families. Our work across the Northern Territory includes early childhood, child development, intensive youth and family support, accommodation assistance, early intervention, and Out of Home Care.

Highlights

- The Katherine Regional Office commenced a trial of the Moving On program, which is currently offered in Darwin and Alice Springs. The Moving On program assists young people who are leaving the care of Territory Families.
- East Arnhem Communities for Children is progressing towards evidence-based endorsement for Play and Learn Support (PALS) and an activity by Community Partner East Arnhem Regional Council called 'Growing Up Strong Kids in Gapuwiyak.'
- Over 20 teams of young people participated in the annual Couch Surfing event in Darwin on Youth Homelessness Matters Day. Couch Surfing provides an opportunity for local school and youth groups to participate in a community advocacy activity to raise awareness of youth homelessness.
- Staff worked with the Australian Childhood Foundation (ACF) to strengthen their approach and capacity to implement and sustain trauma-informed practices. ACF contributes to staff training, supports case review processes and provides input into the development of individual support plans.
- The Intensive Family Preservation Service (IFPS) was established on the Gove Peninsula, providing strengths based, culturally safe family support, case work and practical assistance to families referred by Territory Families.
- In its second year of operation, the Home Interaction Program for Parents and Youngsters (HIPPY) in Darwin enrolled 18 new families, with 33 families enrolled in total. Two tutors conducted over 300 home visits in the first half of 2017.
- Communities for Children in Alice Springs held celebration activities for National Aboriginal and Torres Strait Islander Children's Day.

140

young people supported in the Moving On program

57

young women supported in child birth education

74

young people supported in Out of Home Care

Children, Youth and Families

Remote Playgroups Support Language and Culture

Community Playgroup activities are delivered in Numbulwar, Ngukurr and Yurrwi (Milingimbi) as part of Anglicare NT's Prime Minister and Cabinet funded Indigenous Advancement Strategy activities. Staffed by local Aboriginal Playgroup Workers, the playgroups engage caregivers and their children in regular, culturally meaningful, play-based developmental activities. A flexible work model and rostering system offers each playgroup team the ability to respond to personal, family and community obligations, while ensuring playgroup activities are available for families with children aged 0-3 years, four days a week.

Utilising the skills and experience of community based Indigenous workers, children and their caregivers participate in play activities, craft, stories and songs in both English and their first language; for example Wubuy and Kriol in Numbulwar, Kriol in Ngukurr and Yolngu Matha in Yurrwi.

Playgroup Workers are supported through regular contact with a Darwin based Playgroup Resource Officer, who visits each term to provide mentoring and training. The Playgroup Resource Officer assists with activity planning, data collection and developing connections with other local service providers.

Children's Week Celebrations

In October 2016, Communities for Children in Alice Springs hosted three community events to celebrate National Children's Week. Children were treated to a Family Fun Day with activities including face painting, a slippery slide, a sandcastle competition, boat building and a free barbeque. A Children's Art Exhibition also took place at the Alice Springs Public Library and a Gala Dinner was held at the Earth Sanctuary World Nature Centre. Guest speakers at the dinner included Ms Megan Mitchell, National Children's Commissioner; and the Honorary Dale Wakefield MLA, Minister for Territory Families.

Youth Engagement in Katherine

The youth team in Katherine held the first ever YouthFest to raise awareness of Youth Homelessness Matters Day in April. Around 70 young people attended the event at Mimi Arts, with attendees participating



Zane and Jack celebrate National Aboriginal and Torres Strait Islander Children's Day in Alice Springs

in a range of workshops including canvas painting and weaving. Others made smoothies with a blender powered by a stationary bike, participated in a boxing workshop and painted a Youth Homelessness Matters banner.

In the lead up to the 2017 Barunga Festival, artists worked with Indigenous youth in Katherine to produce their own music. The Barunga Beats workshop taught young people song writing, production and recording. Several songs were written and recorded during the workshop, and the young people hope to launch the songs in Katherine with original music videos. The young people were proud to make original music and appreciated the opportunity to work with some talented Territorians.

Youth Diversion Delivers Results

The Anglicare NT Youth Diversion Program supports young people in Gunbalanya and Jabiru through the diversion process using restorative justice principles, including diversionary activities, reintegration support, victim/offender meetings and opportunities for remediation. Young people, families, local elders and community organisations work together to develop diversionary plans that engage young people with meaningful activities and contribute constructively to the local community. Over the last year, in collaboration with local organisations, the program has provided 20 diversionary activities attended by 455 local young people. 27 young people have been supported with case management and victim offender conferencing, and the program worked with one young person and their family to support reintegration into community.

Since 2013, Anglicare NT has worked in collaboration with the West Arnhem Regional Council, and more recently TEAMhealth and the Adjumarllarl Aboriginal Corporation, to provide a Youth Week experience in Darwin with a key focus on building individual and community capacity. Young people are involved in the planning, design and implementation of the week long program through consultation meetings with service providers. The young people selected to participate in the Youth Week experience include Youth Diversion clients, young people who identify as being at risk of anti-social and offending behaviours, and potential leaders. The Youth Week provides opportunities to young people to engage with local organisations, increase connections, develop social skills, and take part in team activities. Young people participate in the annual Youth Homelessness Matters Day Couch Surfing event. This year the group decorated their own couch, raced the couch, and engaged with local media. The response to the Youth Week trip from young people, community and service providers from the last two years has been extremely positive.

Circus Skills Week

Around 375 young people attended the annual School Holiday Circus Skills week in Nhulunbuy. Young people were excited to have the opportunity to learn new skills ranging from juggling, stilt walking, mini trampolining, balancing and much more. Participants consistently encouraged each other and tackled each new skill head on. Most people were in disbelief at how much they could accomplish in a week.

The circus week culminated in a performance at the Nhulunbuy Town Hall for friends, family and community members, who were amazed by the circus tricks and the increased confidence of participants. The young people, from Nhulunbuy and the surrounding communities of Yirrkala, Gunyangara and Birritjimi, engaged wonderfully with each other, making the week one to remember.

Intensive Support for Young People

The Intensive Youth Support Service (IYSS) is a responsive and flexible service that provides support for vulnerable, high-risk young people and their families in Alice Springs, Katherine and Darwin as referred by Territory Families. The intensive supports aim to improve the opportunities and outcomes for young people, and ensure they have limited or no further involvement with the Child Protection system. The IYSS team

develops relationships with young people and uses youth friendly, strengths-based strategies to work through their experiences of trauma and associated behavioural and emotional responses. Over the three years of operation, a total of 163 young people and their families have received support from IYSS.

IYSS works with young people to understand family trauma histories and to develop strategies to break cycles of trauma. Safety plans that include ways to seek help and support are developed to keep young people safe. IYSS supports transitions into education, including mainstream schooling and alternative education programs. The service advocates for, and supports, young people and their families within the youth justice, mental health and education systems; undertakes mediation with young people and families to strengthen relationships; and builds capacity of parents through referrals to parenting programs, counselling and financial counselling. Young people and families are supported to find suitable accommodation either with family or in independent living arrangements. Drug and alcohol specialists are engaged when necessary to provide direct support to young people.



Youth program participant Gloria learns cooking skills in the new Katherine Barramundi Room

Housing and Homelessness

Anglicare NT offers a range of integrated housing and homelessness services that assist Territorians to find and maintain secure accommodation. The continuum of housing services supports people through a journey from homelessness, to transitional accommodation, to long-term housing. Services use child and family-friendly case management approaches that strengthen family skills and help build people's capacity to sustain tenancies, engage in education and employment, and fulfil personal goals.

Highlights

- A community housing complex was transferred to Anglicare NT in Alice Springs, to provide 22 two-bedroom townhouses for people on low-moderate income.
- Housing Services in Alice Springs employed a specialist early-childhood caseworker to support families with any issues impacting children. The caseworker can liaise with specialist children's services or local schools, and arrange for playgroups to take place at housing complexes. A specialist employment worker supports clients by liaising with prospective employers and employment networks to explore job opportunities.
- The Tenancy Support Program (TSP), offered in Darwin, Alice Springs and the Gove Peninsula, continues to provide case management and support to public housing tenants to maintain their housing and prevent homelessness. TSP case managers work with tenants to address issues that could place a tenancy at risk, including rental arrears, financial matters, and maintenance of the house or garden.
- Transitional housing complexes in Darwin, Katherine and Alice Springs provides temporary accommodation and casework support for individuals and families who are homeless or at risk of homelessness.
- The OutCARE service in Alice Springs provides accommodation and support services to former inmates following their release from correctional centres.
- Neighbours Day events were held at transitional housing complexes in Alice Springs to acknowledge the importance of community connections and to encourage people to connect with others in the neighbourhood.

366

people supported by
Alice Springs housing
services

168

people received
accommodation
support in
Katherine

205

people accessed youth
homelessness early
intervention
services

Boost to Community Housing in Alice Springs

A new community housing complex has significantly increased access to affordable housing for people in Alice Springs on low-moderate income. The 22 two-bedroom townhouses, managed by Anglicare NT, provide secure, affordable and welcoming accommodation. Each townhouse is spacious, has cooling and heating, an individual courtyard and car space. The complex unlocks a new housing option for our Transitional Housing clients, who may have obtained employment while in transitional accommodation and are ready to look for long-term housing.

To foster a friendly, safe and vibrant community, a Neighbourhood Enhancement Worker has been appointed to work alongside residents of the complex. Activities and events are organised regularly to provide opportunities for residents to come together and participate in building the community.

Positive Outcomes through Transitional Housing

The Transitional Housing Program provides case management support and tenancy skills training to help families and individuals gain and sustain long-term housing. Jacquita, a survivor of family and domestic violence, was in prison at the time of her referral to the program in Alice Springs. Prior to Jacquita's release from prison, a housing support worker from Anglicare NT visited to establish a relationship and develop a support plan.

Soon after her release, Jacquita was offered a place in the housing program. With the support of Anglicare NT, she quickly developed new skills and confidence, regained custody of her child and began work. Further to this, she recently presented at the National Reintegration Puzzle Conference in Sydney on her experiences of the justice system and life since her release.

Housing Support Critical in Katherine

Homelessness in Katherine is a growing concern, with increasing numbers of people finding themselves in stressful situations with nowhere to sleep. According to the ABS, 15% (1516 people per 10,000) of the population in the Katherine region experience homelessness – more than twice the average rate for the Northern Territory, and 31 times the national average rate. In high demand, the nine properties managed by our Katherine Family Accommodation Support Service (KFASS) are often full, with up to a twelve month waiting list.

Despite challenges, KFASS continues to work closely with families, providing short to medium-term housing. KFASS provides case management and support services including advocacy and referrals to other services in the region, as well as a living skills program where families can learn cooking, budgeting, cleaning and hygiene activities.



Alice Springs housing support staff Kylee, Leigh, Sharon, Steve and Jieun



Transitional housing residents celebrate Christmas in Alice Springs

Housing and Homelessness

Integrated Services Support Lasting Tenancies

In Darwin, Garaworra Supported Housing and the Tenancy Support Program (TSP) work together to deliver sustainable housing solutions. Garaworra provides short-term housing to people who are homeless or at risk of homelessness, and through case management helps residents develop skills to transition into long-term accommodation. TSP helps individuals and families who already have accommodation maintain their tenancy. Support includes education around tenant responsibilities, adhering to contracts, maintaining a clean, hygienic home, and ensuring children have a safe and happy environment to live in.

TSP staff assist Garaworra residents by providing case management support for six months after they leave Garaworra and move into permanent accommodation. Case managers assist with tenancy management, education and employment matters. This year, five clients were supported to enrol in a hospitality program, which commenced with four weeks' pre-employment training, followed by supported job search activities with individual mentoring.

Young People Need a Home

The Youth Accommodation Support Service (YASS) provides a range of services and support to young people who are homeless or at risk of homelessness aged between 15-19 years in Katherine, Darwin, Palmerston and rural areas. Services include medium-term accommodation, outreach support, emergency financial assistance, advocacy and community education. Case management and practical support is provided to help young people work through personal issues. Advocacy support is available to assist young people to access available housing resources and income entitlements.

"Becoming homeless was really scary. Now I live in Anglicare NT housing. The housing program is good because you can do everything you would in a normal rental house. It is easy to live in the house because you have to do everything yourself unless you ask for help. There are rules in the house, they are easy to follow and they ensure you and your roommates are safe and stay out of trouble. The case worker I have always makes sure I try to do my best. I like the way I can meet my caseworker half way and she does the same for me."

YASS client, 19 years old.

Counselling, Financial Capability and Community Support

Our counselling, financial capability and community support services work with people's strengths and abilities, empowering them to make positive life changes. Resolve's qualified and experienced counsellors work with families, couples and individuals to explore solutions to challenges such as personal and relationship problems. Money Matters services assist with debt management, financial planning, problem gambling and low interest loans. For refugees, free and confidential support is provided in the Darwin area through the Refugee and Migrant Settlement Service.

Highlights

- Anglicare NT received funding to deliver the Financial Counselling, Capability and Resilience Hub Plus program in East Arnhem. The hub, known as Money Matters East Arnhem, provides financial services across the East Arnhem region with staff located in Nhulunbuy, Ramingining, Galiwin'ku and Groote Eylandt.
- Good Shepherd Microfinance's No Interest Loan Scheme (NILS) was offered through Anglicare NT in Alice Springs. NILS provides individuals and families on low incomes with access to safe, fair and affordable credit. Loans up to \$1,200 can be used to purchase essential goods and services such as fridges, washing machines and medical procedures.
- The Refugee and Migrant Settlement Service (RAMSS) continued to support newly arrived refugee and migrant individuals and families to settle in Darwin. The program has assisted individuals and families from over 18 different countries who speak more than 20 languages.
- Internal referrals to the Resolve Counselling, Mediation and Education service increased significantly following the relocation of the service to Ludmilla. Resolve services were also provided to employees from other local organisations, following the signing of several Employee Assistance Program (EAP) contracts.
- Resolve now employs four qualified Family Dispute Resolution Practitioners in Darwin, an Indigenous Mediator in Post Separation Services and an Indigenous Provisional Psychologist in Counselling Services.

123

migrants assisted
with settlement
services

1906

individual counselling
appointments
provided

2648

people supported
through financial
programs

Counselling, Financial Capability and Community Support

Reuniting Families

Working with newly arrived refugees and migrants in Darwin, Anglicare NT's Refugee and Migrant Settlement Service (RAMSS) provides assistance with settlement information including housing support, finances, citizenship and legal matters. RAMSS also supports families to apply for Global Humanitarian Visas so loved ones still living in refugee camps can join them in Australia.

Sharing the moment when a family is finally reunited with a loved one is always a highlight for RAMSS staff. After fleeing their home due to war and living in a refugee camp for 14 years, Francis, his wife and their two sons arrived in Darwin on humanitarian visas. But unfortunately, due to a misunderstanding of administrative processes, their two-year-old daughter was unable to come to Australia with them. To support the family, RAMSS worked with a migration lawyer to help them apply for a Global Special Humanitarian Visa for their daughter. Once the visa was granted, Francis had to return overseas to accompany his daughter to Australia, and so RAMSS assisted with travel arrangements, including securing an Anglicare NT StepUP loan for the flights. Over a year after the rest of the family arrived, Francis' daughter finally landed safely in Australia.

"We can now start our new life with our family complete... we now have happiness and peace of mind to step up and move forward in Australia."

Francis, RAMSS client.

Self-Care is Important

The Resolve counselling team provides responsive, professional, and solution-focused services that help strengthen individuals, couples and families. A recent focus for the team has been to provide education to individuals and community groups about the importance of self-care – taking into account individual values, beliefs and cultural identity. Facilitated community group training sessions, about the



Francis' daughter after being reunited with family in Australia

importance of counselling and self-care, have resulted in an increased awareness of Resolve services and referrals. Education and awareness training sessions have also targeted broader issues, including the impacts of stress, trauma and parenting.

Financial Literacy Education

Money Matters East Arnhem was invited by Charles Darwin University to deliver Financial Literacy Education (FLE) to 20 trainees selected for a Work Readiness Program at the Gumatj Corporation's new Gulkula Regional Training Centre. The Training Centre offers training across a range of industries where employment opportunities exist throughout North East Arnhem Land. Participants who successfully complete the program are supported to move into ongoing employment.

Interactive FLE sessions were delivered over 17 weeks and covered the basics of mainstream economy and Yolngu economy; money value; spending and budgeting; saving plans; direct debits; credit and debit; understanding loans and contracts; understanding bank statements; and rights and responsibilities. The feedback we received indicates students are enthusiastic and focused on achieving learning outcomes.

Building Financial Resilience in East Arnhem

Members of Anglicare NT's Money Matters team attended the 2017 national conference for Financial Counselling Australia. The conference provided a fantastic opportunity for the team to get together, participate in sessions and workshops, and return to work empowered with new ideas and information to support their clients. Peter Puketapu, from the East Arnhem Money Matters team, was awarded a Jan Pentland Scholarship at the conference to study an aspect of financial counselling.

Speaking at the conference, Peter shared, "the scholarship is an honour and I give special acknowledgement to the Jan Pentland Foundation for this opportunity. Also to Anglicare NT and Good Shepherd who share a common dedication and commitment to delivering financial literacy to Yolngu people and vulnerable families with an emphasis of building financial resilience. That is why this award means so much, not just for me but for all the people I have the privilege of making a positive contribution to, at a time of their lives when they need it the most."

Avoiding Bankruptcy

As a Money Matters Financial Counsellor, Philip Bowden works with clients to manage debt by working out what is owed and methods of repayment. On a visit to a remote community, Philip was approached about a car loan. A man had bought a car around 10 years ago, but could not keep up the repayments. Consequently, the car was repossessed and sold at auction. The man asked Philip to help him file for bankruptcy as he felt he had no other options available to him. After making numerous phone calls to the debt collector over a period of months, an agreement was arranged with the client's permission. The client would maintain \$100 a fortnight in payments for two years and all interest charges would stop. After the two-year period, the rest of the debt, totalling \$49,494 would be waived – a very pleasing result for Philip and his client.



Financial Literacy Education training in Umbakumba, Groote Eylandt

Mental Health and Community Wellbeing

At Anglicare NT, we endeavour to develop a community that knows how to give and ask for help. At headspace Darwin, young people aged 12-25 years are offered early intervention mental health services and support for personal wellbeing. Top End Suicide Intervention Awareness Training (TESIAT) provides and coordinates suicide intervention and awareness training to people of all ages, across the Top End of the Northern Territory.

Highlights

- An Aboriginal and Torres Strait Islander Mental Health Traineeship Program and a vocational specialist support service were implemented by headspace Darwin.
- Capacity of the headspace Early Psychosis Youth Service was expanded by a further 25% to allow it to support more young people in the Greater Darwin region.
- headspace Darwin completed a mid-cycle review against the National Standards for Mental Health Services.
- Full certification of headspace Darwin's services was achieved through the headspace Model Integrity Framework (hMIF) assessment process. hMIF outlines the core components of a headspace centre and the minimum requirements the centre must meet to demonstrate adherence and be certified by headspace National.
- headspace Darwin facilitated a number of group programs including Youthspace, LGBTIQ groups, Ralph and Harlow (therapy dogs), Family Connections and Youth Worx.
- An online registration system was established for the Applied Suicide Intervention Skills Training (ASIST).
- Researchers from University of Queensland and LivingWorks Australia worked with the Top End Suicide Intervention Awareness Training (TESIAT) to analyse the content of the suicide intervention training course, and explore ways to develop Indigenous specific resources to support training delivery across Australia.

175

people attended
ASIST training

306

people attended
safeTALK training

1396

young people
supported
by headspace
Darwin



Yarn Safe trainees Merinda and Peter with headspace staff Anthony and Barbara

Aboriginal & Torres Strait Islander Mental Health Traineeship Program

headspace Darwin implemented the Yarn Safe Aboriginal and Torres Strait Islander Traineeship Program in 2017, aimed at providing training and employment to young Aboriginal and Torres Strait Islander people. In its first six months of operation, the program employed an Aboriginal Project Coordinator and two Aboriginal Mental Health Workers/Trainees. The team has worked alongside key services and organisations in the communities of Batchelor, Jabiru, Belyuen and Darwin to deliver educational programs covering a wide range of issues facing young people, and educating on how, where and when to seek support.

The traineeship program has achieved numerous goals, including assisting headspace Darwin to strengthen and build partnerships with Aboriginal and Torres Strait Islander communities and service providers. The trainees have also been able to provide advice to headspace Darwin on the appropriateness and effectiveness of headspace services for young Aboriginal and Torres Strait Islander people. Through their study of a Certificate IV in Mental Health at Charles Darwin University, the trainees are helping to expand the Aboriginal and Torres Strait Islander mental health workforce.

Vocational Support at headspace

headspace Darwin commenced an Individual Placement Support (IPS) trial in December 2016. The three-year trial, funded through the Department of Social Services, aims to ensure that young people experiencing mental health issues are provided with support in education or employment. Through the trial, headspace Darwin has employed two vocational specialists who provide intensive case management and assist young people to engage with employers, employment agencies, Centrelink, and training providers. The vocational specialists work alongside clinicians at headspace to provide holistic support. Clinicians have reported mental health improvements when a young person has engaged in employment or study.

In the first half of 2017, the vocational specialists helped 12 young people achieve meaningful employment, and a further 6 young people engage in university or further study. Vocational specialists arranged work placements, assisted young people to return to school, and helped others enrol in traineeships, VET courses and other training including Responsible Service of Alcohol and obtaining a White Card.

Mental Health and Community Wellbeing

headspace Youth Early Psychosis Program

In addition to providing primary mental health care to young people, headspace Darwin offers a Youth Early Psychosis Program (hYEPP) to support young people who are experiencing a psychosis or are at risk of developing a psychosis. hYEPP is an integrated service that is easy to access and is responsive to young people and their families. Medical professionals work alongside allied health disciplines to provide a holistic, person-centred approach to care.

The hYEPP service was developed from the Early Psychosis Prevention and Intervention Centre (EPPIC) model from Orygen, the National Centre of Excellence in Youth Mental Health. hYEPP's practice and service provisions are based on assertive outreach, family work, functional recovery and partnerships with other community organisations to enhance care. In July, headspace Darwin sponsored a seminar with Professor Patrick McGorry AO, the Executive Director of Orygen, to highlight headspace Darwin's continued partnership with Orygen and a commitment to research and quality improvement.



Recognition for Suicide Intervention and Awareness Training

ASIST and safeTALK are delivered across the Top End of the Northern Territory, including the Tiwi Islands and other remote communities. Working with Indigenous communities and presenters, Anglicare NT adapted the international training approaches to better support Aboriginal communities. ASIST and safeTALK are both evidence-based programs founded on the principle that everyone can make a difference in preventing suicide.

Anglicare NT has been presenting training workshops since 1998 and has trained over 6000 people from a wide range of backgrounds including professionals, volunteers and general community members.

At a LivingWorks Australia Conference in late 2016, Anglicare NT staff members Sandi Ford, Gavin Coehn and Wayalwanga Marika received an award for their contribution to building Suicide Safer Communities by supporting diverse communities with safety, care and respect. A second certificate of appreciation was awarded to Anglicare NT for offering the Applied Suicide Intervention Skills Training (ASIST) workshop and half day Suicide Awareness session, safeTALK, across the Northern Territory for 18 years.



Professor Patrick McGorry AO visits headspace Darwin

Our People

Our Staff

Our dedicated and passionate staff are committed to making a positive impact on the lives of Territorians. Across various services in local and remote areas, staff embody our core values of respect, fairness, community, integrity and hope.

By the end of the financial year, staff numbers reached a total of 387. The numbers reflect an increase of 6% from the previous year, attributed to increased staffing in Darwin and Katherine.

Recruitment and retention of Aboriginal and Torres Strait Islander staff continued to be a strong focus, as we work towards our target of 27% Aboriginal and Torres Strait Islander employees by June 2019.



Ellen receives an award for 25 years of service

Recognition of Service

Anglicare NT is pleased to celebrate the significant milestones staff reach in their employment. We acknowledge the incredible contributions made over the years and thank staff for their passion and dedication.

In the 2016-17 year, we congratulated Ellen Sercombe for 25 years of service. Currently our longest serving staff member, Ellen says she hopes to continue working with us for many years to come. We also farewelled Jennifer Neil, an admired residential care worker, and thanked her for her generous 20 years of service.

Current staff who have been with us for ten years or more include:

Adam Holme	Julie Rothall
Ann Buxton	Mary Willems
Benita Bernebe	Michelle Parker
Chloe Yiannitsaros	Nancy Choa
Corrie Caswell	Robyn Smith
David Hayes	Rosa Malpartida
Deborah Graeme	Ruth Amerasekera
Desiree Hathaway	Sandi Ford
Ellen Sercombe	Sandy Graham
Gavin Coehn	Stephanie Bradley
Josephine Hughes	Wendy Scarlett
Julie Hoare	

Equal Employment Opportunity Statistics

	June 2017	% of total staff
Female	279	72%
Male	108	28%
Aboriginal & Torres Strait Islander	73	19%

Staff by Location and Employment Type

Location	Full time	Part time	Casual	Total
Alice Springs	47	18	18	83
Darwin	107	47	51	205
Katherine	19	13	19	51
Nhulunbuy	14	7	4	25
Remote	0	0	23	23
Total	187	85	115	387



Anglicare NT staff farewell Bishop Clyde Wood

Supporting our Staff

Anglicare NT continues to create an enriching environment for employees that supports, strengthens and develops capabilities. Some highlights include:

- Developing and implementing the Aboriginal and Torres Strait Islander Recruitment Strategy, "Two Worlds".
- Creating a learning and development framework which incorporates induction; an employee review and development process; identification of core competencies and associated training; management and leadership pathways for staff; and monitoring and reporting of training.
- Introducing complete on-line recruitment and on-boarding processes resulting in faster, more accessible and more efficient processes for new staff.
- Salary benchmarking and the creation of a remuneration framework to ensure we remain competitive within the community services sector.

Staff Chaplains

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

Anglicare NT staff met in Darwin in August 2017 to farewell Staff Chaplain Bishop Clyde Wood AM. Bishop Clyde and his wife Margaret have left the Northern Territory after many rewarding years. Having worked tirelessly in the position of Staff Chaplain in Darwin for the past six years, Bishop Clyde's weekly visits, guidance, and professional and personal support, will be dearly missed.

2017 Employee Survey

In May 2017, we engaged the services of Best Practice Australia (BPA) to facilitate the Anglicare NT 2017 Employee Survey. BPA used a perception-based survey instrument to capture employees' stories and benchmark Anglicare NT against other Anglicare Agencies, and Social and Community Services.

The results showed our organisation has a 'Culture of Success' with a highly engaged workforce. The results also highlighted opportunities for improvement which led to the formation of new staff engagement strategies. Some encouraging results from the survey include:

- 81% are very optimistic about the organisation's future, compared to an average of only 45% in similar agencies.
- 77% think Anglicare NT is a 'Truly Great Place to Work', compared to an average of 58% in similar agencies.
- 74% believe there is a climate of 'Trust and Respect', compared to an average of 39% in similar agencies.

"Anglicare NT is definitely the preferred employer in the community sector. I feel completely comfortable in recommending Anglicare NT as a safe place to work. Anglicare NT respects and embraces cultural and linguistic diversity in its workforce."
Anglicare NT staff member.

Our Volunteers

We greatly appreciate the 250+ volunteers who generously gave their time over the past year. Our dedicated volunteers most commonly provide support through ReStore, Community Visitors Scheme and other services for older people. We acknowledge the wonderful contribution they make and thank them for supporting Territorians in need of a helping hand.

In May, Anglicare NT celebrated National Volunteer Week and thanked volunteers for their contribution to our work. In Darwin, ReStore and Community Visitor Scheme volunteers celebrated at the Volunteering SA/NT Garden Party. Community Visitor Scheme (CVS) volunteers enjoyed an evening of barefoot bowls, where several volunteers were awarded certificates to celebrate 10 and 20 years of volunteering with the program. In Katherine, CVS volunteers attended an outdoor dinner over a beautiful sunset and full moon at Marksie's Stockman Camp Tucker.



Volunteers in Katherine receive thankyou flowers



National Volunteer Week celebrations in Darwin

A new initiative this year was introducing the online Safeguarding Children course to the op shop volunteers at ReStore. Many volunteers had little experience using computers and after obtaining their Certificates of Completion, felt a great sense of pride and connection to the work of Anglicare NT.

20 Years of Volunteering

Robert Lovren commenced volunteering with CVS in April 1997. Since then, he has visited at least 13 residents at numerous facilities and currently visits Rodney at Pearl Southern Cross Care. Robert's dog Oscar often accompanies him on visits and brings much joy to residents who love patting and cuddling him. Robert previously said he would retire from volunteering at 20 years, but has decided to continue for as long as he can, strongly believing that giving back to the community is the right thing to do. A valued member of the CVS team, we thank him for his incredible support.



Robert is awarded for 20 years of volunteering

Our Governance

Board and Committees

Our Board

The voluntary Board of Directors at Anglicare NT guides, monitors and evaluates the strategic direction of the organisation. Board members generously give their time and skills to ensure Anglicare NT is providing effective, quality and culturally appropriate services that continue to improve and reflect the needs of Territorians.

Anglicare NT Board Meetings and Attendance July 2016 – June 2017

	Number eligible to attend	Number attended
Richard Giles	10	10
Greg Anderson	10	8
Howard Bath	10	7
MunLi Chee	10	9
Clarissa Comerford	8	6
Olga Havnen (resigned)	3	1
Keith Joseph	10	6
Sally Yule	10	8
Leeanne Zamagias	10	10

Our Committees

Audit and Risk Management Committee

The purpose of the Audit and Risk Management Committee 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.

Governance Committee

The Governance Committee ensures 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.

Care Governance Committee

The Care 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. We thank Dr Matthew Frei for his role as Independent Chair of the Committee and welcome Dr Jo Wright as the new Chair. Dr Howard Bath, the Chief Executive Officer, the Deputy Chief Executive Officer and the General Manager Mental Health are also members of the Committee.



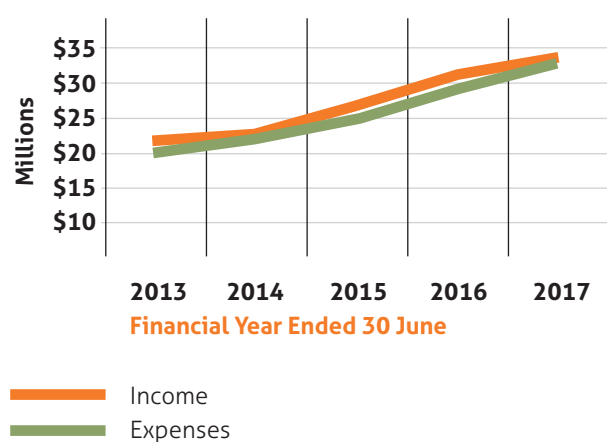
Board Members from left to right: Ms Leeanne Zamagias, Mr Richard Giles (Chair), Ms Clarisa Comerford, The Very Reverend Dr Keith Joseph, Mrs MunLi Chee, Ms Sally Yule, Dr Howard Bath, The Right Reverend Dr Greg Anderson

Financials

Anglicare NT experienced steady growth for the year ended 30 June 2017, as we focused on strengthening services, managing reserves and improving facilities. This financial year, total income increased by 8.1% to \$33,657,554 and the annual surplus was \$313,578.

To support sustainability, Anglicare NT committed to diversify its assets by investing in an ethical investment portfolio.

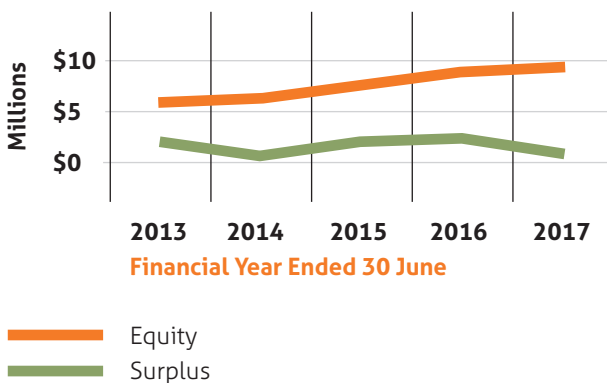
Income Growth Trend



Trends 2013 – 2017

Anglicare NT has grown significantly over the last five years. On average turnover increased by 14.7% per annum and equity was built by 12.1% per annum. Building our equity is helping maintain the sustainability of the organisation and provides assurance of our stability to funders.

Equity Growth Trend



Anglicare NT Statement of Profit and Loss and other Comprehensive Income for the Year Ended 30 June 2017

	2017 \$	2016 \$
REVENUE		
Grant Revenue	30,986,183	28,936,419
Other Revenue	2,671,371	2,190,151
TOTAL REVENUE	33,657,554	31,126,570
EXPENSES		
Employee related expenses	22,867,076	19,729,333
Depreciation and amortisation expense	682,831	600,354
Client support services expense	2,140,179	2,193,626
Administration expense	2,221,081	2,266,472
Motor vehicle expense	708,539	612,310
Information communication technology	1,085,352	1,105,547
Property	2,991,068	2,594,321
Travel	647,850	626,051
TOTAL EXPENSES	33,343,975	29,728,014
NET CURRENT YEAR SURPLUS	313,578	1,398,557
OTHER COMPREHENSIVE INCOME		
Fair value re-measurement gain/(losses) on available-for-sale financial assets	75,570	(76,754)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	389,148	1,321,803

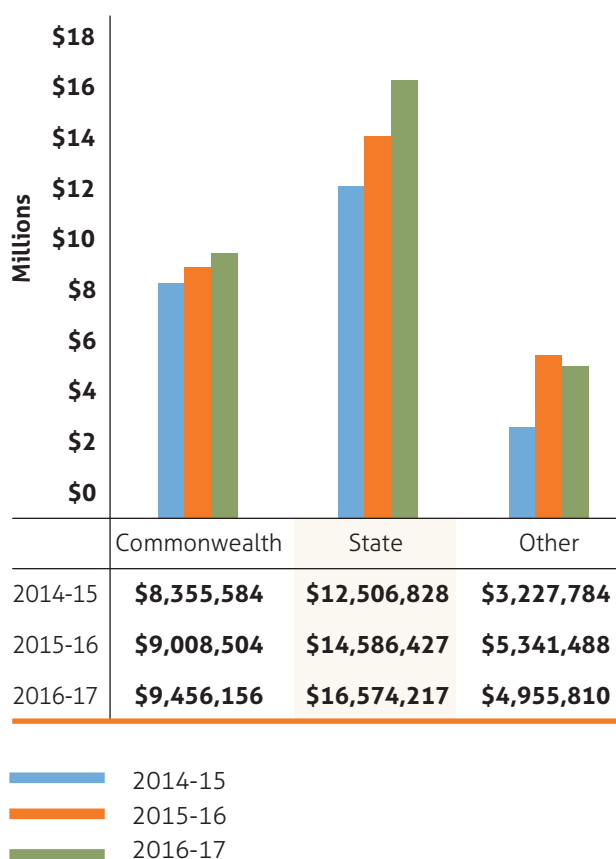
The full set of audited financial statements for Anglicare NT are available on request to Anglicare NT or via the Australian Charities and Not-for-Profits Commission's website at: www.acnc.gov.au

Financials

Grant Funding Sources 2016-17

Anglicare NT is supported by a range of funding sources to deliver services throughout the Northern Territory. This financial year, grant funding increased by 7.1%.

Grant Funding Sources



Anglicare NT Statement of Financial Position as at 30 June 2017

	2017 \$	2016 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	5,889,582	8,162,308
Trade and other receivables	1,226,645	1,500,400
Other current assets	401,040	657,024
TOTAL CURRENT ASSETS	7,517,268	10,319,732
NON-CURRENT ASSETS		
Financial assets	5,567,557	4,380,744
Property, plant and equipment	2,440,215	1,898,928
Intangibles	-	-
TOTAL NON-CURRENT ASSETS	8,007,772	6,279,672
TOTAL ASSETS	15,525,040	16,599,404
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	3,804,260	5,749,117
Employee provisions	1,537,236	1,409,104
TOTAL CURRENT LIABILITIES	5,341,496	7,158,221
NON-CURRENT LIABILITIES		
Other payables	107,929	91,052
Employee provisions	893,081	556,745
TOTAL NON-CURRENT LIABILITIES	1,001,010	647,797
TOTAL LIABILITIES	6,342,506	7,806,018
NET ASSETS	9,182,534	8,793,386
EQUITY		
Retained surplus	8,749,844	7,758,411
Reserves	432,690	1,034,975
TOTAL EQUITY	9,182,534	8,793,386

The full set of Anglicare N.T. Ltd.'s audited financial statements 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 MEMBER OF ANGLICARE N.T. LTD

REPORT ON THE AUDIT OF THE FINANCIAL REPORT

Opinion

We have audited the financial report of Anglicare N.T. Ltd (the "Company"), which comprises the statement of financial position as at 30 June 2017, statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

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

- (a) Giving a true and fair view of the Company's financial position as at 30 June 2017 and of its financial performance for the year then ended; and
- (b) Complying with Australian Accounting Standards – Reduced Disclosure Requirements, *Corporations Regulations 2001* and the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act and the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Directors' responsibility for the financial report

The directors of the Company 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 is appropriate to meet the needs of the member. The directors are also responsible for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

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

REPORT ON THE AUDIT OF THE FINANCIAL REPORT (CONT.)

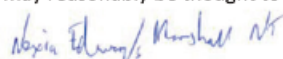
Auditor's responsibility for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

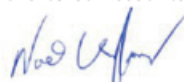
As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.



Nexia Edwards Marshall NT
Chartered Accountants



Noel Clifford
Partner

Darwin
Northern Territory

26 October 2017

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Acknowledgements and Thanks

Volunteers

Anglicare NT thanks all of our volunteers across the Northern Territory, whose support makes a real and lasting difference to the lives of many people in our community.

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

We thank the Anglican Diocese of the NT and Parishes for continually providing encouragement, guidance and support.

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 Corrections
Department of Health
Department of Housing
Territory Families

Other Organisations

Brotherhood of St Laurence
CatholicCare NT
Centrecorp Foundation
Future Generation Global Investment Company
Good Shepherd Microfinance
headspace National Youth Mental Health Foundation
National Australia Bank (NAB)
Northern Territory PHN
United Synergies

Memberships

Anglicare Australia Inc.
Association of Alcohol and Other Drugs Agencies NT
Australian Institute of Company Directors
Australian Psychological Society
Child and Family Welfare Association
Council on the Ageing (COTA)
Early Childhood Australia
Family Matters
Family Relationship Services Australia
Foodbank Northern Territory
Fundraising Institute of Australia
Homelessness Australia
Integrated Disability Action Inc.
Jobs Australia
Multicultural Council of Northern Territory
National Association for Gambling Studies
National Disability Services Ltd.
NT Council of Social Services (NTCOSS)
NT Mental Health Coalition Inc.
NT Shelter
Refugee Council of Australia
Settlement Council of Australia
South Australia Financial Counselling Australia (SAFCA)
Suicide Prevention Australia
Supply Nation
The Australian College of Mental Health Nurses
Volunteering SA & NT Inc.



Community Access group excursion in East Arnhem



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