



Annual Report 2017-18



Anglicare NT

RESPECT • FAIRNESS • COMMUNITY



Credits

Copy: Lila Loveard and Lisa Fogarty
Design: Associated Advertising & Promotions
Editor: Ashley Perez

2017-18 Annual Report
ABN: 76 605 552 494
Head Office: 60 Winnellie Rd, Winnellie NT 0820
P: +61 8 8985 0000
W: www.anglicare-nt.org.au
© Anglicare NT 2018

Cover photo: Felicity from Alice Springs Public Library leads a children's story time activity at an Anglicare NT event for families living in transitional housing.

Above: Families celebrate their child's graduation from the Home Interaction Program for Parents and Youngsters.

Right: Alice Springs staff members Sharon and Benjamin.

CONTENTS

About Us

Letter from the Bishop	4
Welcome from the Chair	5
Message from the CEO	6
Our Organisation	7
Our Year in Review	8
Our Reconciliation Action Plan	10

Our Services

Locations	11
Summary of Services	12
Children, Youth and Families	14
Housing and Homelessness	18
Mental Health and Community Wellbeing	22
Supporting Seniors and People with a Disability	26
Counselling, Financial Capability and Community Support	30
Quality Improvement	33
Our Partnerships	34

Our People

Our Management Team	35
Our Staff	36
Our Volunteers	37

Our Governance

Board and Committees	38
Financials	39
Acknowledgements and Thanks	43
Contact Us	44





Letter from the Bishop

Anglicare NT is both a local organisation and part of a wider network of Anglicare agencies. As one of the Territory's most significant providers of social services and advocacy, Anglicare NT provides an expression of God's love and care for all, especially for those who suffer most. One of our named values in the Anglican Diocese of the NT is hope. Hope recognises that change for the better is possible and invites us to have a positive stance towards the future. In the Anglican Church, our hope is based on God's commitment to blessing the world and the resurrection of Jesus which births God's beautiful future into the present. For many people, Anglicare NT embodies hope by enabling and supporting change for good.

Our local Anglican parishes in the Territory work in conjunction with Anglicare NT in a number of ways. The three Anglicare NT chaplains based in Darwin, Katherine and Alice Springs come from Anglican churches. Numerous Anglicare NT staff and volunteers are also members of Anglican congregations. In October 2018, the NT Diocese celebrated Anglicare Sunday, providing an opportunity for publicising and celebrating Anglicare NT's work and praying for God's blessing on it.

Anglicare NT is also part of wider networks, including the network of Anglicare Australia – a fellowship of 35 agencies with 18,500 staff and a further 11,000 volunteers. Together, Anglicare Australia's affiliated groups cover a range of welfare, support, advocacy and

justice ministries. This network provides a way for local organisations like Anglicare NT to benefit from, and contribute to, other like-minded entities. It is a testament to Anglicare NT's work, as a relatively small player in the national network, that it has received national awards within the last few years in a number of community service sectors.

In the past year, the work of several Royal Commissions has taken centre stage in our national life. They have shone a bright searchlight on areas of darkness – sexual abuse, the care of youth in the justice system and the management of financial institutions. Anglicare NT has played a role of support and advocacy in areas related to these Commissions and continues to play a part in implementing the recommendations that have come out of them. This work will be ongoing, as we seek to find the way forward in dealing with evils of the past.

Jesus calls his followers to be the 'light of the world'. I join in celebrating and congratulating Anglicare NT's contribution to light shining in the Territory over the past year and look forward to its continuing engagement with our community.

The Right Reverend Dr Greg Anderson

Bishop of the Anglican Diocese of the Northern Territory



Welcome from the Chair

I am again pleased to report on a positive year for Anglicare NT, reflecting steady growth in all areas including revenue, the range and quality of services delivered and our role in advocating for those in our community who are disadvantaged or in need.

It is pleasing to see the organisation continuing to work to its stated purpose of promoting the enrichment of relationships, fullness of life and social justice for all.

Activities throughout this year have included:

- a review of our finance section and its services that support programs and report to management and the Board;
- an assessment of our cyber resilience and our overall technology;
- a continuous review, reflection and advancement of the Board's '10 Year Road Map', which identifies key strategic priorities for advancing the work and purpose of Anglicare NT;
- the commencement of work on Anglicare NT's next Strategic Plan;
- the purchase of a house in Alice Springs for our Out of Home Care services – this is our first acquisition of property under our new corporate structure and reflects our commitment to continually improving services;
- collaborating with Anglicare SA on a possible social housing initiative in Alice Springs.

Our Board visited Katherine in May and Alice Springs in October, meeting with our dedicated and inspiring staff in each location.

I would again like to thank my fellow Board members, the members of our hard-working committees including our Audit and Risk Management Committee (chaired by Mr Iain Summers) and our Care Governance Committee (chaired by Dr Jo Wright), as well as our CEO, Dave Pugh, his committed and hardworking management team and our fabulous staff and volunteers.

Richard Giles

Chair of the Board



Message from the CEO

In May 2018 I celebrated five years as CEO at Anglicare NT. In those five years I have seen Anglicare NT continue to be a dynamic and values-rich agency with a commitment to striving to better meet the needs of our community. This Annual Report captures stories that reflect that commitment. You will see in this report our 'service story' – programs across the NT making an impact on the lives of people we work with. You will see our 'money story' – we have continued to strengthen our financial position so that we can reach out to community. You will see photos of senior staff and Directors that demonstrate we have the right balance between stability and renewal, maintaining our wisdom and knowledge, while constantly adding new ideas and capacities.

In 2017-18, Anglicare NT services demonstrated once again their quality and maturity. We achieved accreditation across every set of standards required of us in Aged Care, Disability Care, Out of Home Care, Mental Health and Community. We extended our ability to evaluate services and document service models and outcomes for people we work with. Under the wise counsel and scrutiny of our Clinical Governance Committee, we critically reviewed our practices, learnt from client incidents and set new benchmarks for service quality.

Anglicare NT's experience and skills as a specialist Mental Health provider continues to grow. We are excited to be partnering with Wurli-Wurlinjang Health Service and the Katherine community to implement a new headspace centre for young people in that region.

The new Housing and Accommodation Support Initiative (HASI) in Darwin will ensure people with a serious mental illness in public housing get the intensive and flexible support they need to retain their tenancy and to flourish.

The National Disability Insurance Scheme (NDIS) provides a wonderful opportunity for people living with disabilities across the NT and Australia. Sadly, its implementation has been slow and poses many challenges. Anglicare NT is working hard with other providers in the political sphere to ensure this scheme delivers on its promise – 'choice and control' for people with a disability wherever they live. Alongside our advocacy, we have quietly extended the range and reach of our services to people with a disability in Darwin, Katherine, Nhulunbuy and Alice Springs. Our commitment to quality, respect, culture and flexibility are appreciated deeply by the people we work with in this area.

In February this year, I was invited to participate in a Tripartite Forum to assist in the planning and monitoring of the NT and Australian Governments' response to the Royal Commission into the Protection and Detention of Children in the Northern Territory. While it is an honour to be part of this important work, it is very clear families in the NT face daunting challenges. No agency or government can take pride in achievements while rates of suicide climb, while family and domestic violence is on the increase and while over 1,000 Territory children are removed from their families each year because of neglect and abuse.

This Annual Report tells stories of our striving. It tells of our commitment to keep changing, to form partnerships with other organisations and the people we work with. We have an amazing team of leaders and staff at Anglicare NT and I feel so honoured to be part of this team. We have great programs and thoughtful plans. Meeting the needs in our society will require all of us to maintain the effort, reflection and partnership. Thank you for your part in that.

Dave Pugh
Chief Executive Officer

Our Organisation

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.

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: we uphold staff and client dignity, capacities, rights, uniqueness and commonalities

Child-safe and family-centred: we are child-safe and understand that strengthening families is central to a child's wellbeing

Respect for diversity: we celebrate people's cultural heritage, responsibilities and identity

Social justice: we advocate for social change, justice and improvements to service systems

Continuous improvement: we use stakeholder and staff feedback and accreditation processes to learn and improve

Staff are valued: we provide a family-friendly workplace and encourage staff development and support

Connected services: our programs link together and work effectively with government and external services

Community development: we engage local communities through partnerships, networks and community building

Good governance and management: we use effective processes and quality implementation to support our work

Outcomes focused: we continually evaluate our programs and employ contemporary practices to ensure we make a difference.

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.

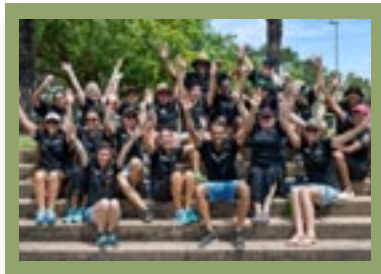
Hope – we know people have great abilities and we work with optimism to achieve positive outcomes.



Staff members Viki, Jessie and Bonnie connect at the 'We Grow Them Up Learning Forum' in East Arnhem.

Our Year in Review

Anglicare NT proudly acknowledged **NAIDOC Week** by holding and participating in events across the Territory including cultural activities, ceremonies, marches and tours highlighting Indigenous history and culture.



The annual Anglicare NT **Youth Services Forum** brought together youth teams from several divisions and regions to share learnings, good practices and outcomes.

Children from 12 families graduated from the two-year **Home Interaction Program for Parents and Youngsters (HIPPY)** at a ceremony in Darwin.



2017

July

October

December

September

November



HIPPY Week was celebrated in Katherine, Darwin North and Yurrwi – the three locations where we offer HIPPY's free early childhood learning program. Children and their families took part in a cultural bushwalk, rock painting, nature table and scavenger hunt.

Anglicare NT contributed to Anglicare Australia's **State of the Family Report**, 'The Meaning of Home'. The stories in the report emphasise that home is about more than having a roof – it is about community, belonging and security.



East Arnhem Children's Services staff and community partners gathered in Darwin for a **week of training** on child-safe work practices, work health and safety, child development, age appropriate activities and strategies to support learning and development.

Young Territorians had the chance to participate in fun and creative activities during the **school holiday** including solar cinema screenings, cooking sessions, graffiti workshops and circus activities.



The annual '**Couch Surfing**' event was held in Darwin City to raise awareness on Youth Homelessness Matters Day.

Anglicare NT was selected as the charity partner of the **Darwin GleNTi festival** where \$31,000 was raised to support homeless and disadvantaged children and youth across the Territory.



January

April

June

2018

March

May



Anglicare NT hosted a book launch and workshop on **The Three Pillars of Transforming Care**, co-written by Board Member Dr Howard Bath. The book distils the core propositions of trauma theory into a clear, concise and accessible framework for those providing care, mentoring and education for young people.

Anglicare NT was chosen to establish and manage the new **headspace Katherine** centre that will provide tailored support to young people aged 12 to 25 in Katherine and surrounds.



International Women's Day was celebrated in Yirrkala. Many activities were held at the special event including a traditional bunggul (dance), bush food and bush medicine workshops, lino-printing, photography exhibition and a women's football match.



East Arnhem Communities for Children hosted the '**We Grow Them Up Learning Forum**' in Yirrkala and Nhulunbuy, sharing learnings on remote community playgroups, early childhood learning, children and family services and community capacity building.

Our Reconciliation Action Plan

One of the foundational principles of Anglicare NT is acknowledgment of Aboriginal culture, connection to land and a commitment to support the development of strong Aboriginal families and communities. Our engagement activities, events, advocacy and training highlight how deeply this principle is embedded in our work.

Our Reconciliation Action Plan (RAP) is a strategy that defines how we contribute to reducing the gap in living standards between Aboriginal and Torres Strait Islander and non-Aboriginal or Torres Strait Islander Australians. Developed with staff and Reconciliation Australia, the 2016 – 2019 RAP is a roadmap for fulfilling lasting change.

Reconciliation activities for 2017-18:

- Commitment to supporting the voices of Aboriginal people as proposed in the Uluru Statement by signing a statement calling on the Prime Minister and Australian Parliament to support First Nations peoples.
- Reviewing our supplier lists with the aim of increasing our purchasing from Aboriginal and Torres Strait Islander organisations.
- Hosting the Top End Reconciliation Network meeting. The network supports advancing reconciliation by connecting the efforts of local organisations.
- Recognising Reconciliation Week and NAIDOC Week with celebrations at Anglicare NT sites and participating in community events. Anglicare NT was a sponsor of NAIDOC Week events in Darwin and attended the Top End NAIDOC Ball Awards.
- Attending special NAIDOC Week celebrations at two aged care facilities in Darwin. Staff and volunteers from the Community Visitors Scheme are invited to the celebrations each year and always provide a NAIDOC themed cake.
- Celebrating Reconciliation Week in Katherine with a lunch of shared traditional food including barramundi, damper and kangaroo tail.
- Booking a cinema in Alice Springs for Reconciliation Week and screening a documentary about the Central Australian Aboriginal Women's Choir.
- Organising a Reconciliation Week morning tea in East Arnhem where staff reflections on reconciliation were written on footprints, symbolising walking forward towards reconciliation.



Staff member Kelly (right) and Francis celebrate Reconciliation Week with families at the Garaworra housing complex.



Katherine staff prepare traditional food during Reconciliation Week.

Locations



Darwin

Children's Services, Counselling, Mediation & Parenting Education, Disability Support, Housing & Homelessness, Mental Health & Wellbeing, Microfinance, Op Shops, Out of Home Care, Prison Chaplaincy, Problem Gambling Financial Counselling, Refugee & Migrant Support, Services for Seniors, Suicide Prevention, Youth & Family Services



Palmerston

Youth & Family Services, Youth Accommodation & Support



Katherine

Children's Services, Disability Support, Housing & Homelessness, Out of Home Care, Problem Gambling Financial Counselling, Services for Seniors, Suicide Prevention, Youth & Family Services



Alice Springs

Children's Services, Housing & Homelessness, Microfinance, Out of Home Care, Post-Prison Support, Prison Chaplaincy, Problem Gambling Financial Counselling, Services for Seniors, Youth & Family Services



Galiwin'ku/ Ramingining

Financial Counselling & Capability



Gove Peninsula (including Nhulunbuy)

Children's Services, Counselling, Mediation & Parenting Education, Disability Support & Carer Respite, Family Skills, Financial Counselling & Capability, Services for Seniors, Suicide Prevention, Tenancy Support, Youth & Family Services



Gapuwiyak

Children's Services, Financial Counselling & Capability



Yurrwi (Milingimbi)

Children's Services, Family Skills, Financial Counselling & Capability



Gunbalanya/ Jabiru

Youth Diversion



Ngukurr

Children's Services



Numbulwar

Children's Services, Financial Counselling & Capability



Groote Eylandt

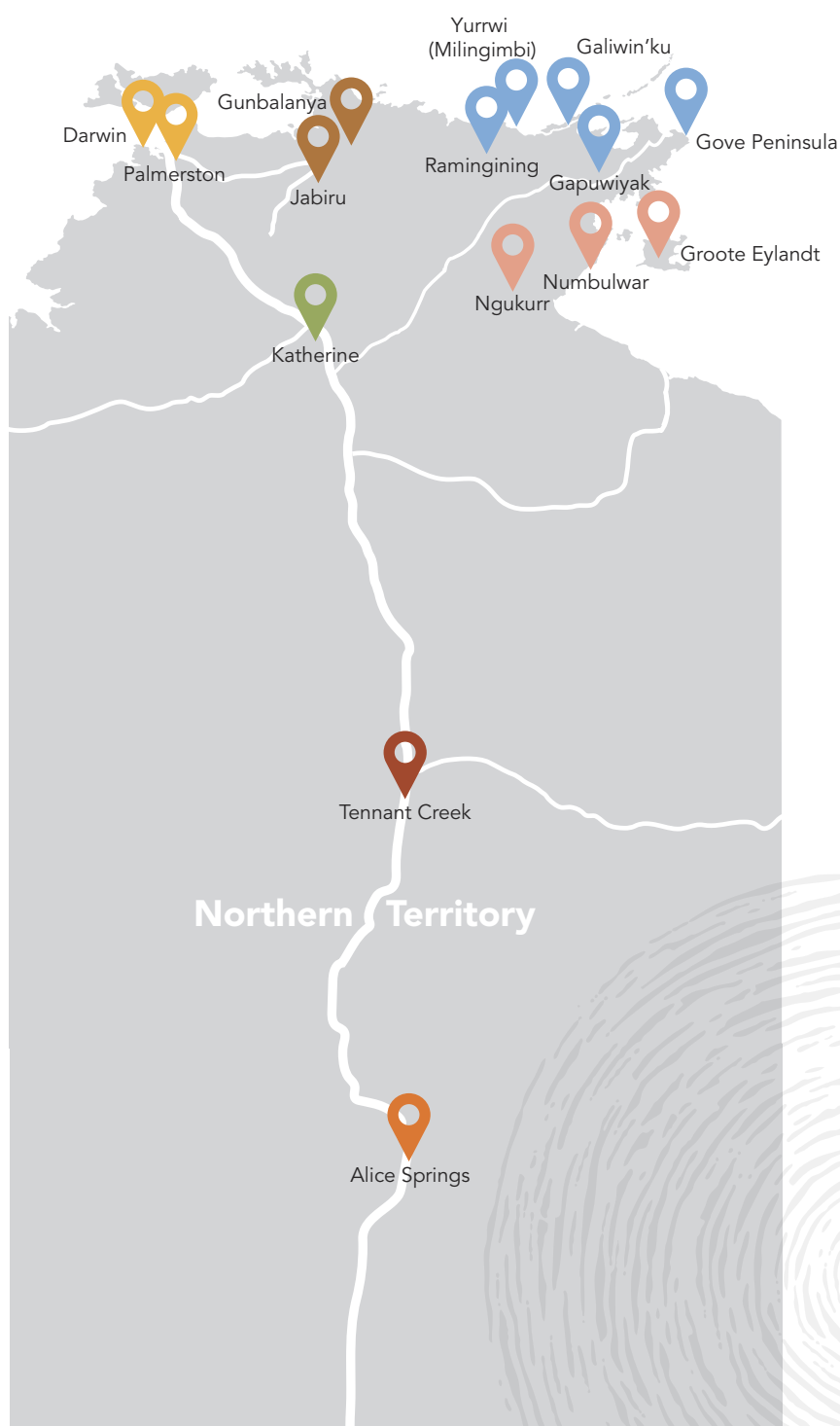
Children's Services, Family Skills, Financial Counselling & Capability



Tennant Creek

Community Visitors Scheme

This map provides a snapshot of the areas in which we operate including our main operational bases and service hubs. In addition to the areas outlined on the map, we also provide outreach services on a visitational basis to remote communities. For the full list of Anglicare NT services, visit our website 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					■		■
	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	■		■	■			
Counselling and Mediation	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)	■	■					
	Individual Support Program	■	■					
	Aboriginal and Torres Strait Islander Youth Mental Health	■	■					
	Housing Accommodation Support Initiative (HASI)	■						
	Top End Suicide Intervention Awareness Training (TESIAT)	■	■		■	■	■	■
Housing and Homelessness	Family Accommodation and Support				■			
	Housing Options Pathways Program	■		■		■		
	Transitional Housing Program	■		■				
	Community Housing			■				
	Outcare – Men's Post Release Accommodation			■				
Disability Support and Carer Respite	Community Access Service	■				■		
	Carer Respite	■				■	■	
	Mobile Carer Respite					■	■	
	Mental Health Respite					■	■	
	NDIS Support Coordination	■		■	■	■		
	Respite for Young People with Profound Disability					■	■	
	In-home Support				■	■		
	Individual Support	■	■		■	■		
Services for Seniors	Meals on Wheels			■	■	■		
	Home Support	■	■	■	■			
	Transport	■	■	■		■		
	Social Activities	■	■	■	■	■		
	Assistance with Care and Housing	■						
	Community Visitors Scheme	■	■	■	■			■
	Home Care Packages					■		
	Home Maintenance			■				
Community Support and Engagement	Refugee and Migrant Support	■	■					
	Prison Chaplaincy	■	■	■				
	Restore Op Shops	■						



“ I went to Darwin on an excursion for couch surfing. I really enjoyed it. We went to Lake Leanyer, cinemas and restaurants. It made a difference, life is better than before – we were lost but now I feel stable.”

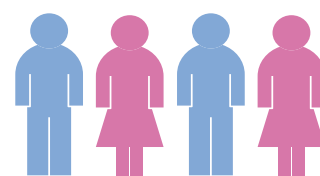
Young Person - Intensive Youth Support Service, Katherine

Children, Youth and Families

All children and young people have the right to be safe, loved and respected and have access to adequate food, shelter, care, culture, education and development opportunities. Our services for children, young people and families include early childhood learning and nutrition programs, remote community playgroups, child-friendly community activities, innovative group work, intensive youth and family support, child birth education and perinatal support, school holiday programs, out of home care, post care support, youth diversion, youth homelessness early intervention, emergency relief and youth accommodation and support.

Highlights

- In partnership with the Australian Childhood Foundation, Anglicare NT developed two companion documents titled 'Preparing Young People for their Future'. The documents outline a practice framework for working with young people that integrates culturally strong, strengths based, person centred and trauma informed approaches.
- The 'We Grow Them Up Learning Forum' was held in Nhulunbuy bringing together 50 people from 12 remote communities working in early childhood, children's services and family support.
- A comprehensive evaluation was completed for the Intensive Youth Support Service, illustrating the effectiveness of trauma informed, individual, tailored, caring and professional support provided over a longer time span to young people who have experienced complex traumas.
- All seven Out of Home Care services managed by Anglicare NT achieved compliance as part of a Territory Families Quality Assurance process against national standards.
- Communities for Children in Alice Springs worked with a group of local organisations to coordinate a Cross Sector Orientation Workshop, aimed at strengthening interagency relationships and increasing awareness of children and family services.
- Communities for Children partnered with NAPCAN in Alice Springs to host a breakfast for National Child Protection Week, highlighting the importance of keeping children safe through early intervention.
- The annual Anglicare NT Youth Services Forum brought together over 60 staff from different regions and program areas to celebrate achievements, explore good practice and outcomes, strengthen communication and take part in forward planning.
- In the Katherine region, fun and creative school holiday activities provided meaningful options for young people including solar cinema screenings, several 'Big Cook Up' events and a graffiti art workshop at the Kalano community.
- East Arnhem Youth Services and Marngarr Aboriginal Corporation collaborated with young people to create a mural for a new youth centre. The mural depicts underwater animals that are also totems for many local people.
- The annual Circus Week in Nhulunbuy provided a fun and supportive activity for young people on the school holidays. Participants were given the opportunity to learn new skills such as juggling, stilts, ribbon twirling, plate spinning and acrobatics.



2933

people engaged in the Communities for Children program in East Arnhem



81%

of Pandanus participants felt more confident and prepared for their birthing experience



61

young people were supported in residential care

We Grow Them Up

Communities for Children hosted the 'We Grow Them Up Learning Forum' in Nhulunbuy, showcasing the work organisations are doing in the East Arnhem region to support children and families. Community Partners, service providers, community workers and parents shared learnings about remote community playgroups, early childhood learning, children and family services and community capacity building.

Topics discussed at the forum included better ways to listen to children, collaborative approaches, culturally appropriate resources and practices, exploring evidence-based practice and the challenges and opportunities for evaluating activities in remote communities. NAPCAN delivered a session on preventing child abuse and staff from the Northern Territory Library shared inspiring stories about innovations in digital technologies and their application in remote areas in early childhood, children and family services.

Community workers shared stories of culturally meaningful play-based developmental activities, including craft, stories and songs in both English and the children's first languages. Communities for Children presented on the Play And Learn Support (PALS) program, which is used to facilitate conversations about strong parenting using a bi-cultural approach to promote understanding and exploration of child development, neural pathways and parenting practices.

The Home Interaction Program for Parents and Youngsters

Children from 12 families graduated from the Home Interaction Program for Parents and Youngsters (HIPPY) at a ceremony in Darwin just before Christmas. The children, joined by parents and grandparents, wore graduation gowns and hats as they were presented with certificates and a small gift.

During two years of HIPPY, children and their families have been supported by a home tutor to learn in their own homes by doing activity packs, arts and craft activities and reading. In addition to home visits, parents attend group activities each fortnight which provide a safe, comfortable place to meet other families, build new friendships and develop new skills. The HIPPY Darwin group has taken part in many fun activities including a mangrove walk, where families had the opportunity to taste stingray, mangrove worms and pipis. The group created ochre paintings together, had a play dough making day, made sock puppets and enjoyed singing and story time sessions in the library.

In the lead up to the Katherine Show, HIPPY Katherine worked with families to create a group masterpiece to enter into the craft awards. The group missed out on the



Adair celebrates graduating from the Home Interaction Program for Parents and Youngsters with her Mum.

grand champion ribbon, held by them for the previous two years, but received first prize for the third year in a row. The theme of the show was '20 years of the Katherine Flood' and the HIPPY creation was a magical display of raindrops, puddles and colourful umbrellas.

In Yurrwi, HIPPY staff have been creating bilingual resources that align with HIPPY child development learning areas. The program structure continues to be flexible with a 'Two Ways' bicultural approach. For example, Family Mentor training is delivered in two languages, Yolngu Matha and English.

Family Fun in the Centre

The Communities for Children program in Alice Springs works towards achieving positive outcomes for children and families experiencing vulnerability and



Children take part in fun activities during a National Families Week event at Alice Springs Aquatic Centre.

disadvantage. The program supports local community services and encourages cross sector collaboration and partnerships.

Together with local organisations, Communities for Children has helped coordinate numerous events aimed at creating a fun, community-centred and safe space for children. During National Families Week, a free Family Fun Day was held at the Alice Springs Aquatic Centre, attracting a large crowd eager to play on the slides and participate in water games. The karaoke microphone was never without a singer and a photo booth transformed children and families into werewolves, pirates and funky disco stars.

Twelve local groups collaborated on another free Family Fun Day during Children's Week. Around 300 families took part in activities which included a sausage sizzle, wet sponge battle, face painting, book reading, cubby house building, origami, Lego and kite making and flying in the Todd River. The Yeperenye caterpillar made an appearance, as did Booka the library dog and Paddy the platypus. One of the key highlights was a visit from the mounted police. The day was full of energy, laughter and fun – a fitting way to celebrate and value children in the community.

Support for Young Parents

Pandanus provides youth-friendly education and support around pregnancy, child-birth and early parenting. This includes support for young pregnant women and young expectant fathers who may be at a vulnerable time in their life journey and new to the role of parenting. The early intervention program has been successfully delivered for over 15 years in the Darwin and Palmerston region.

This year Pandanus was independently reviewed to identify key outcomes and the impact of the program on the lives of participants, with a particular focus on their wellbeing and connections. One of the key findings was that involvement in the program significantly improved the overall health, wellbeing and happiness of young parents. It provides knowledge, increases confidence and empowers young people, while building positive connections with other individuals, organisations and support services.

The data and insights also describe how Pandanus embraces diversity and offers an inclusive environment, catering to a high demographic of Indigenous participants and people from migrant and refugee backgrounds. While open to all young mothers, the evidence showed that Pandanus effectively targets those most in need.



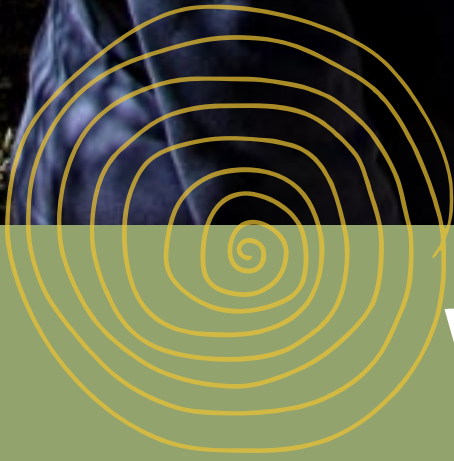
Taylor, Zach and their new baby at the Pandanus Program Christmas Party.

Advocating for Homeless Young People

In partnership with City of Darwin, Anglicare NT organised the annual Couch Surfing event in support of Youth Homelessness Matters Day, a national campaign that aims to raise public awareness of youth homelessness and celebrate the resilience of young people who are at risk of or experiencing homelessness in Australia.

This year, 16 teams of young people decorated couches and joined the action-packed race. Some of these teams were Carers NT, headspace Darwin, Palmerston Girls Academy and a youth team from Anglicare NT in Katherine who competed in the race for the first time. The joint winners were the CREATE Foundation and the Office of the Children's Commissioner.

"I think [the couch surfing event] is a good thing, it's good that young people have an opportunity to participate in something and raise awareness to the issue of youth homelessness at the same time."
Young person who has experienced homelessness.



“ If I had a home, I’d feel more relaxed and it would take a big load off me. The kids would be more relaxed. They wouldn’t be worried about where we are going to camp the next night.”

Edna (name changed for confidentiality)

Housing and Homelessness

Anglicare NT housing and homelessness services support people through their journeys from homelessness into transitional housing and long-term tenancies. Services use child and family-friendly approaches that consolidate skills and help build people's capacity to maintain tenancies, engage in education and employment and realise personal goals.

Highlights

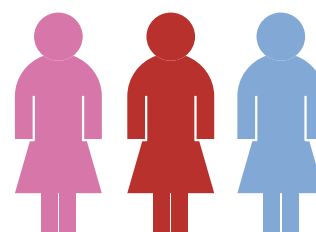
- Anglicare NT was selected to provide the Housing Accommodation Support Initiative (HASI) to support people suffering from ongoing mental illness to maintain their tenancies in public housing across Darwin and Palmerston.
- Staff from various housing programs in Darwin came together to support a Homelessness Week event at Mindil Beach. Rough sleepers were provided with free items, including ice-cream donated by Lo Castro, second-hand clothing from ReStore and sanitary items from Share the Dignity.
- A Community of Practice forum was established, bringing together housing and homelessness managers from across the Northern Territory, to share ideas, resources and knowledge of best practice to support the continuous improvement of housing and homelessness services.
- Anglicare NT contributed data to the 2018 Rental Affordability Snapshot, released by Anglicare Australia. The report demonstrated that there continues to be a housing affordability crisis in the Northern Territory.
- Following Cyclone Marcus' destructive impacts on Darwin in March, dedicated staff worked together at the Garaworra housing complex to check resident safety, clear trees and assist with restoring electricity.
- Children services staff supported families at Garaworra by offering children's activities through the Home Interaction Program for Parents and Youngsters (HIPPY) and the Play And Learn Support (PALS) resource.
- Activities for children were offered in Darwin and Alice Springs during the school holidays. A fun day of circus and waterplay was held at the transitional housing complex in Alice Springs. Children of various ages honed their circus skills and kept cool with waterslides and sprinklers.
- Anglicare NT was represented at the National Homelessness Conference in Melbourne and is a member of the Anglicare Australia Housing and Homelessness Strategic Working Group, where the organisation can connect as part of a strategic national conversation across the Anglicare Network.



70,465
nights of supported
accommodation provided



1242
people assisted by housing and
homelessness services across the NT



60%
of people accessing housing
support services are women

Housing Support for People with a Mental Illness

Anglicare NT commenced a new three-year pilot program in Darwin to provide intense support to people in public housing who have a serious mental illness. The Housing Accommodation Support Initiative (HASI), funded by the NT Department of Health, aims to demonstrate that with the right level of support, people with serious mental illness can live healthier and more connected lives. Four keyworkers are employed in the program, supporting participants referred from and case managed by the Top End Mental Health Service.

The HASI team provides home visits and a range of supports to prevent tenancy loss, social isolation and medical and personal neglect. The team also advocates for participants on a range of issues. The program has already realised positive outcomes for participants who have experienced social anxiety. Before receiving extra support, some people rarely left their homes. They are now more confident to go out on their own or be accompanied by a support person to the shops, social activities and medical appointments. Others have passed housing inspections and improved their tenancy arrangements, minimising their risk of homelessness. Most participants have enhanced their daily living skills and others have worked with their support person to resolve long-term debts.



Team members from the Housing Accommodation Support Initiative (HASI).

On the Road to Her Own Home

Catherine* became homeless after the death of a family member in her house prevented her, due to cultural reasons, from continuing to live there. Catherine, who was eight months pregnant at the time with her fourth child, spent the next year staying in a range of places with her children, camping in family members backyards and staying in hostels or caravan parks.



Children living in transitional housing take part in a school holiday program.

When Catherine requested accommodation assistance from Anglicare NT staff in Alice Springs, she was allocated the next transitional housing vacancy. Catherine shared her experience of being homeless:

"It was so stressful. I had to live day-by-day to feed me and my children. I had a station wagon where I loaded up the back of the car with me and my children's belongings and lived in family's backyards, just so we could have water and showers in the mornings. So the kids could still go to school. I put a camp sheet on the ground near our car and a double bed foam mattress. That was really stressful.

I would drop the kids at school, go into town with my newborn and sit at the library. The kids were withdrawn, I'd say they were stressed but they never showed it because they could see me stressed out. I didn't want to go into depression, I had to be strong as I have my kids. But I prayed. Luckily, I have a lot of faith. It made it all better for me.

Now I'm back in transitional housing and have gone back to study. I'm more relaxed now, my sons are grounded as they have a roof over their heads. They're in their own space and they can walk to the fridge whenever they want to. I'm hoping to get permanent housing now, with more bedrooms so the children don't have to share.

To have a yard, get a trampoline, the kids can kick around in the backyard without being on the road. I've enjoyed staying at Anglicare NT, they really boosted me up and took my stress away by housing me. I'm grateful for that."

*Name changed for confidentiality.



Advocating for Tenants

A submission by Anglicare NT to the NT Residential Tenancies Amendment Bill was considered when the Bill was reviewed. Regulations on tenancy databases were tightened under the amended Bill and a three-year limit placed on a person's name remaining on the database. Previously, a tenant's name could remain on the database indefinitely, making it difficult for the person to gain a private rental.

Support for Children in Transitional Housing

Many families with children live in transitional housing managed by Anglicare NT in Alice Springs. Some of these children have experienced homelessness, trauma, abuse or exposure to family violence and disruption to education and non-school attendance. Housing staff continuously work to connect families and children to a range of local children's services, with a focus on improving health and encouraging school readiness.

To support the health and developmental needs of young children, a range of service providers were invited to attend a Family Services event at the housing complex.

Services included Connected Beginnings, Central Australian Aboriginal Congress, Communities for Children, Gillen Primary School and Preschool, Department of Education Playgroup and Alice Springs Public Library. Families were invited to participate in numerous activities including a free clothing stall, story time, games and a sausage sizzle. A nurse conducted health checks for children and Connected Beginnings ran developmental screenings and arranged relevant referrals. Staff from the visiting schools spoke to families about school activities and enrolment.

A similar event was held several months later, with children enjoying fun activities including story time, musical instruments, arts and craft and a visit from Milpa the Trachoma Goanna.



Milpa the Trachoma Goanna visits families at transitional housing units in Alice Springs.



“ I found the workshop helpful. I feel more confident approaching a person in need of help over suicide. In the beginning I had the feeling I may turn and walk away. I know now I would do my best to help and make them safe.”

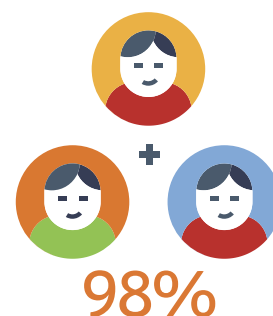
Top End Suicide Intervention and Awareness Training (TESIAT) participant

Mental Health and Community Wellbeing

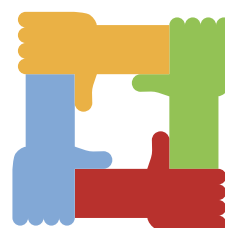
To support the mental health and wellbeing of Territorians, Anglicare NT partners with leading organisations including Orygen, headspace National, NT PHN and LivingWorks to provide innovative and professional services. headspace Darwin promotes young peoples' wellbeing and provides early intervention mental health services for young people aged 12-25 years. Top End Suicide Intervention Awareness Training (TESIAT) provides and coordinates suicide intervention and awareness training across the Top End of the Northern Territory.

Highlights

- Anglicare NT was selected to establish and manage a new headspace service in Katherine. The new centre will provide tailored support to young people, working closely with local Aboriginal community-controlled health services to ensure young Aboriginal people receive a culturally connected and effective service.
- headspace Darwin won the award for Excellence in Client Services at the 2018 Anglicare Australia National Conference. The award recognises the Youth Early Psychosis Program and its commitment to keeping young people and their families central to all decision-making and care activities.
- headspace Darwin staff member, Ira Racines was awarded Mental Health Worker of the Year at the 2017 NT Mental Health Week awards and a headspace Darwin volunteer was awarded Mental Health Young Person of the Year.
- headspace Darwin commenced an enhanced care project for youth mental health, which aims to improve the cultural competence of clinicians, increase access to services for young people and their families and better utilise options for mental health care.
- The Family Mentor and Peer Support Program was established at headspace Darwin. The program supports and trains Family Mentors and Peer Support Workers, all of whom have lived experience of mental health issues or supporting those with a mental health issue. Family Mentors and Peer Support Workers work closely with clinicians to improve outcomes for young people and their families.
- A collaboration between headspace Darwin and AFLNT has seen the introduction of a Wellbeing Champions pilot program to the NTFL Premier League. Wellbeing Champions receive training from headspace Darwin that enables them to support team mates, volunteers and community members.
- headspace Darwin provided support for numerous community events that raised awareness of mental health including Youth Homelessness Matters Day, Rock Ya Temper, Walking off the War Within, Darkness into Light Walk, Men's Health Week and Sabrina's Ride for Life. The community engagement team continued to present at local schools and organisations on mental health awareness, bullying and sexual health.
- headspace Darwin and Top End Suicide Intervention and Awareness Program (TESIAT) participated in the community event 'Come Walk with Me' on World Suicide Prevention Day.
- Gavin Coehn, an Indigenous staff member who has worked at Anglicare NT for 15 years, has delivered 50 training sessions across the Territory to support suicide prevention.



of surveyed headspace Youth Early Psychosis Program participants said they were offered all the service and support they needed



718

young Aboriginal and Torres Strait Islander people participated in headspace Darwin services and engagement activities



of Applied Suicide Intervention Skills Training (ASIST) participants positively rated the training



Bel shares her tip for looking after her mental health on National headspace Day 2017.

Suicide Intervention Training

Top End Suicide Intervention and Awareness Training (TESIAT) is facilitated by Anglicare NT across the Top End of the Northern Territory. The half-day safeTALK session prepares participants to identify people with thoughts of suicide and connect them with life-saving first aid resources. In the two-day Applied Suicide Intervention Skills Training (ASIST), participants learn to apply a suicide intervention model. Both programs are founded on the belief that everyone can make a difference in preventing suicide and that we can make our communities suicide-safe.

Through collaborations with local service organisations, both ASIST and safeTALK are delivered in remote Top End communities. In 2017-18, training was delivered to 210 people in remote areas including Jabiru, Nhulunbuy, Yirrkala, Galiwin'ku, Gunbalanya and the Tiwi Islands. Eight safeTALK sessions were offered in Gapuwiyak, imparting suicide prevention skills to over 100 people in the small community. When no direct flights were available to Pirlangimpi on the Tiwi Islands, staff flew by small aircraft to Bathurst Island, caught a barge to Melville Island and then travelled on a dirt road to deliver training.

In addition to regular ASIST sessions in Darwin and Katherine, specific training has been provided to groups of school staff and students. Anglicare NT staff in various locations across the Top End are regularly trained as TESIAT presenters, with the goal of providing suicide intervention education to as many people as possible.

Culturally Connected Services

Improving engagement and access for young Aboriginal people to mental health services and resources is a continual priority at headspace Darwin. Several initiatives have recently been established to increase Indigenous engagement, including the establishment of the Aboriginal Youth Reference Group. The Reference Group, made up of committed Aboriginal young people with an interest in mental health, advises headspace Darwin on youth related matters and provides input into improving services for Aboriginal young people. Members also participate in health and wellbeing training, allowing them to become stronger advocates for Aboriginal people and mental health.

Following the success of the Aboriginal and Torres Strait Islander Youth Mental Health traineeship in 2017, two new trainees commenced in early 2018. The new trainees are completing a Certificate IV in Mental Health while working with the youth engagement team at headspace Darwin. The pair have worked with young Aboriginal people in schools at Belyuen and Batchelor, as well as with high school boarders in Darwin, to increase awareness of mental health and headspace services.

The headspace Darwin Youth Early Psychosis Program (hYEPP) supports more than 90 young people and families touched by psychosis. A specific focus for hYEPP is supporting young Aboriginal people and their families to access and engage with the service. To this end, an Aboriginal Mentor program has been established. The Aboriginal Mentor works closely with families to increase their engagement with the service through outreach contact or sharing culturally appropriate health information with the aim of improving outcomes and decreasing the burden of mental ill-health.

Wide Range of Support Aids Recovery

headspace Darwin offers a wide range of individual and group programs through the Functional Recovery Program, aimed at engaging and supporting young people accessing headspace services. The programs seek to create support networks for young people and their families by offering diverse activities encompassing the fields of education, employment, physical health, wellbeing and social support.

Up to 15 support groups operate each fortnight including yoga, therapy dogs, cooking, healthy relationships, wall art painting, managing anxiety, mindfulness and social activities. The social group have enjoyed many outings including tenpin bowling, laser tag, board games, beach barbecues, dungeons and dragons and fishing. A six-week anxiety course, based on Cognitive Behavioural Therapy, teaches the nature of anxiety and practical skills to manage it.

Other groups include the Family and Carer Connections group and Prism. Prism is a social inclusion group that provides a safe and confidential place where young people identifying as LGBTIQ+ can be themselves, connect with like-minded young people and find out information about health, services and support. The Family and Carer Connections group offers information, education and support for families, recognising that they are often affected by a loved one's mental health and play an essential part in recovery. The group is open to all families and carers in the community and meets regularly to share ideas and concerns. Information sessions are offered on nutrition, medication, self-care and bullying.

The headspace Youth Early Psychosis Program (hYEPP) has recruited a team of peer support workers and family mentors, who each have a lived experience of mental health issues, to work alongside clinical staff in supporting young people and their families. Through sharing their own experiences and learnings, they generate good treatment and recovery outcomes, as well as helping people engage for longer and more meaningful periods. They are aided by a Peer Support Coordinator, who facilitates workshops and training and provides practical and emotional support.

Youth Reference Group

headspace Darwin is committed to giving young people the opportunity to contribute and provide feedback on its services. The headspace Darwin Youth Reference Group is open to all young people who are passionate about mental health and wellbeing and creating

support services to best meet their needs. Members help shape the services that headspace offers, while gaining a deeper understanding of mental health and getting help.

The group provides opportunities to develop leadership skills, get involved in local community projects and gain experience in media, marketing, communication and advocacy skills. The group has developed a shared vision, set goals and objectives, formed project teams and participated in numerous community events and presentations.



headspace Aboriginal Mental Health trainees Domonic (Junior) and Tiana at the headspace Darwin centre.



headspace Darwin holds a barbecue and information stall at Government House Open Day.



“ I am 28 years old. I am a very good dancer and I love to dance (giritirri) at Yolngu ceremonies (bunggul). I also like to make jewellery from shells (luthu luthu) and seeds.”

Rose Yunupingu

Supporting Seniors and People with a Disability

Anglicare NT is committed to providing high-quality professional supports that help seniors and people with a disability live in their own homes as long as possible, engage in social initiatives and participate in outdoor activities. With numerous changes in the aged care and disability sectors across Australia, we continue to develop our services and practices to meet people's needs in this competitive and growing area.

Highlights

- NDIS Support Coordination commenced in Darwin, Alice Springs, Katherine and Nhulunbuy. Coordinators support participants of the National Disability Insurance Scheme (NDIS) with their NDIS plan and provide options for supports. This includes informal and mainstream supports, as well as NDIS funded supports.
- An increased number of referrals for NDIS service delivery and Support Coordination has been experienced across all regions. Additional staff have been employed to meet the growth.
- Anglicare NT provided submissions to the Productivity Commission on the National Disability Insurance Scheme (NDIS). The submissions focussed on the challenges of providing people with choice, when there is no real market or options for services in rural and remote regions.
- Terry Cleary, Executive Manager Community Care and Access, presented at the National Anglicare Australia Conference and the Developing Northern Australia Conference about the challenges and opportunities of the NDIS in the Northern Territory.
- The Hon Dr Kay Patterson AO, former Senator, and now Age Discrimination Commissioner met with Anglicare NT staff in Darwin as part of a regional tour. Discussions focussed on the issues for older people in the Northern Territory, particularly homeless older people.
- Internal financial systems have been adapted to allow for centralised claiming from NDIS.
- Anglicare NT, together with Central Australia Supported Accommodation and the NPY Women's Council, received a grant from the NT Government's NDIS Sector Development Fund Innovation Grant program. Through the grant, capacity building training sessions are being offered over a 12-month period to staff from different agencies in Central Australia. The training, facilitated by leading behavioural practitioners, focuses on building the expertise of local professionals to provide behavioural support for people with disabilities in Central Australia. There is also a commitment to develop a Central Australian Behavioural Support Practice Framework that pays specific respect to the cultural issues of people with a disability living in remote communities throughout the region.



149

people accessed NDIS support services



1850

hours of volunteering through the Community Visitors Scheme



465

people received support to help them stay living in their own home for longer

Advocating for NDIS Participants

On behalf of Anglicare NT, Executive Manager Terry Cleary, made presentations to the Public Hearing of the Joint Standing Committee on the National Disability Insurance Scheme (NDIS). Terry spoke of the concerns the organisation has with the implementation of the NDIS in the Northern Territory, particularly how the consumer-directed values of the NDIS have been taken over by a 'market' approach. For people living in remote communities, thin or non-existent 'markets' cannot be relied upon to ensure appropriate support services are available. In remote areas, where the number of service providers and range of services is limited, government needs to provide additional resources.

"The NDIS is meant to be about choice and access, but we are seeing equity access issues for Indigenous people and people living in remote communities. It is certainly now a more complex environment where many people require additional support to access the Scheme," said Terry.

Transitioning to NDIS in East Arnhem

Prior to the NDIS roll out in East Arnhem, Anglicare NT offered the Community Access Program for people with a disability in the region. The program operated four days a week, with participants taking part in a range of group activities including social outings, hunting expeditions, art and craft sessions and visits to community businesses. Despite some initial anxiety during the transition to the NDIS, the opportunity arose for Anglicare NT to start providing individual support services. Group activities continue to be offered twice a week, allowing social relationships and routines to be maintained.

Through the new individual support service, staff spend focused and targeted time with each participant to meet specific goals identified in their NDIS plans. Some of these goals had been difficult to achieve in a group setting, where group dynamics and individual priorities had to be managed. Participants now engage in more varied activities and are developing genuine life skills. Cooking has been very popular, with participants also learning about meal planning, budgeting and grocery shopping.

Participants have noticeably developed communication skills and confidence and take pride in their achievements. The group sessions are also more appreciated now they are less frequent, with participants having fewer conflicts and working better together.

NDIS Support Coordinators

As part of the roll out of the NDIS across the Northern Territory, Anglicare NT commenced offering NDIS Support Coordination in Darwin, Katherine, Alice Springs and Nhulunbuy. Support Coordinators work with participants to help them understand their NDIS plan and provide options for support, tailoring care to individual needs. While Support Coordinators provide information and assistance, participants remain in control, able to choose service provider and types of support for themselves.

Support Coordinators work with participants to develop their ability to manage their own NDIS plans in the future. Once participants have increased their skills, capacity and confidence, they have the choice to independently manage their own plan.

"My role as Support Coordinator is to help build the capacity of NDIS participants, so they can meet their ambitions and goals. We meet regularly and build a relationship based on trust. I always give a little extra and feel that I am more than a Support Coordinator – I am building people's capacity to manage their own plans for the future."

Louise Bowden, NDIS Support Coordinator.



Yasmin and NDIS Support Coordinator Louise work together to find the right providers to deliver Yasmin's NDIS plan.

Let's Do Lunch!

Anglicare NT coordinates regular social activities that support older people to go on outings, share meals and meet new and old friends. In Alice Springs, the group has visited a local community club for lunch and shared afternoon tea at a local restaurant, relishing a delicious array of food including sandwiches, spring rolls, samosas, cakes and fruit. On one occasion, the group was treated to a gospel concert performed by a couple travelling around Australia singing at retirement villages and hospitals. Participants were mesmerised by the couple's voices, harmonies and calm and soothing guitar playing. They loved singing and clapping along to the gospel songs and requested an Elvis Presley song, 'In the Ghetto'.

On one memorable occasion, a group of older women visited the Alice Springs Telegraph Station. Normally tea drinkers, the ladies ordered cappuccinos from the kiosk. They enjoyed viewing the art for sale and recognising the artists they knew. They were inspired to share stories of their youth; about how fun it was playing in the water of a creek bed, which is now dry, and how there used to be a lot of birds and bush tucker around. The galahs were 'good eating', but there wasn't much left of them once the feathers were gone!

In Darwin, social outings are facilitated by the transport service team. A bus picks up people from homes in Darwin for a Thursday social group and from the Palmerston and rural areas on Fridays. The bus trips are noisy, with people catching up on their week, health and news from children and grandchildren. Participants love travelling in the bus, driving around and seeing places they haven't visited for a long time. They stop for a cup of tea or lunch at restaurants or clubs. Once a month, Bunnings hosts the group for free craft activities and morning tea. Each week the group makes different things, including tealight holders, key hangers and decorated mirrors and dishes which make great presents for the family.

Volunteer Visitors Help Older People Reconnect

For older people without family close by, living in the Northern Territory can be isolating. Volunteers with the Community Visitors Scheme offer older people friendship and a means to connect with the local community. This can make all the difference to someone's life, giving them the chance to have a chat, play a game, go for a walk or head out to a museum or a movie.

Anglicare NT has been providing the Community Visitors Scheme since 1996, with volunteers in Darwin, Palmerston, Katherine, Tennant Creek and Alice Springs. The scheme, funded nationally by the Australian Government, matches volunteer visitors with older people who have been identified as being lonely or socially isolated. The Community Visitor makes a commitment to visit the person they have been paired with each fortnight. Ideally the pair share similar interests and enjoy learning about each other's lives.

Jill recently started visiting Bob as a volunteer visitor. Their first adventure together was to the heritage listed Qantas Hangar in Parap. Bob had been there many times before, but not recently. He became Jill's personal guide, telling her about the old cars, petrol pumps and tools.

"Bob said he was having too much fun to sit down and have a rest! It made me feel so good to be involved in this program that bridges the gap for elderly, lonely people," said Jill.



Aileen enjoys a social outing with staff member Deborah.

Counselling, Financial Capability and Community Support

Individuals and families in our community are impacted every day by relationship breakdowns, financial hardship and poverty. Anglicare NT aims to provide practical responses to help people get through tough times and difficult situations. Our services include financial and relationship counselling, mediation services, refugee and migrant settlement support and second-hand shops that sell affordable clothing and homewares. We are also proud to support and deliver community-focused, interactive events across the Northern Territory.

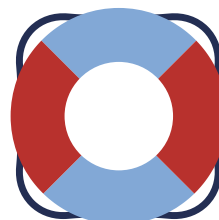
Highlights

- Money Matters staff participated in a training and planning session facilitated by Why Warriors, an organisation that provides training on how to work more effectively with Indigenous communities. During the training, the team developed tools to communicate concepts about money with Aboriginal people in the East Arnhem region.
- Staff from Money Matters attended a round table on payday lenders with Luke Gosling OAM, MP and former Shadow Minister for Consumer Affairs Tim Hammond and other local organisations.
- Resolve have commenced offering counselling to students at their school. Counsellors work with individual schools to assess the need for counselling and arrange parental consent.
- The Refugee and Migrant Settlement Service witnessed citizenship ceremonies with families, assisted women on Temporary Visas secure permanent residency and shared special moments with families as they contributed to Darwin's multicultural community.
- Refugee and Migrant Settlement Service staff worked to establish a three-month pilot program, in conjunction with the Anti-Trafficking Working Group, to gather information, raise awareness and help those affected by human trafficking, slavery, debt bondage, labour exploitation and forced marriage in the Northern Territory.
- ReStore provides the community with affordable, high quality secondhand clothing, electrical goods, homewares, books and craft materials. ReStore recycles old fabric by cutting it into rags and selling to local businesses. The store offers regular sales to promote social-justice campaigns and special events. ReStore has ongoing partnerships to supply bulk orders of quality homeware and clothing to community members and businesses in remote areas.
- ReStore has supported people in need by donating free clothing to a number of community outreach services and events such as Homelessness Week.



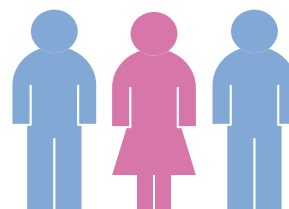
\$284,068

was provided in StepUP loans
and No Interest Loans



761

people attended counselling
services at Resolve



2732

people in correctional facilities
received pastoral care in
Alice Springs and Darwin



Focus on the Future

The Refugee and Migrant Settlement Service (RAMSS) works alongside individuals and families from a range of different nationalities, assisting them to independently access a broad range of services in the community. People who have arrived on Humanitarian, Family Stream and Skilled Visas share their culture and language with RAMSS staff as they work together to aid their settlement in Darwin. RAMSS staff recently worked with a mother from Eastern Europe whose visa, income and housing were at risk after she experienced a relationship breakdown.

The mother of teenage daughters had moved to Australia to begin a life with her new husband. The daughters were settled at school and had made friends. When the relationship broke down due to family violence, being forced to leave Australia was a real possibility. RAMSS worked with the mother to explore options for remaining in Australia. They assisted in scheduling appointments with lawyers, a migration agent, Territory Housing and counsellors. After a lot of hard work by all involved, the mother secured permanent residency. She is now financially independent and in secure, affordable housing and well on her way to achieving her career goals. She has always remained focused on the future, committed to providing stability and security for herself and her daughters, who continue to make new friends and are thriving at school.

Community Celebrates International Women's Day

After an evening storm, International Women's Day dawned overcast and humid in Yirrkala for a full program of activities. The day, organised by the Anglicare NT East Arnhem office, commenced with a Women's Day March from Yirrkala School to the Buku-Larrnggay Mulka Centre. Members of the Rirratjingu clan welcomed people to country and encouraged all women present to join a traditional bunggul. After several 'last dances', clan leader Mandaka Marika gave a speech highlighting the strength and value of women in the community.

A photography exhibition was displayed under the trees, with Merrkiyawuy Ganambarr Stubbs winning the People's Choice Award. Many people had submitted photos of inspiring women who had made an impact on their life. People had the opportunity to screen-print the International Women's Day logo on a shirt and numerous organisations ran activities for children.

The Yirrkala Miyalk Rangers showcased beautiful bush products, bush medicines and brought some bush food for tasting. Yolngu Radio broadcast live and the day ended with a women's football match, with 26 women participating, including many young mums.



Women take part in a traditional bunggul (dance) during International Women's Day celebrations in Yirrkala.

Advocating for Justice in Financial Services

Money Matters staff presented at the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry. They reported poor practices affecting people in remote communities and suggested the need for increased understanding of the issues people face on a daily basis and the need for institutional change.

A Jump Start in Life

Financial systems can be notoriously complex and for vulnerable people on a low income, they can be a minefield. Through the Money Matters service, Anglicare NT empowers people to take control of their finances, as they did with Sarah who first came to the service when she was pregnant with twins and wanted to purchase her first car so she could travel to antenatal appointments. Money Matters helped Sarah get her finances back in order and taught her how to budget and understand the fine print. They also helped her to get a loan to purchase the much-needed car.

"Coming to Anglicare NT was a jump-start in life for me. If I hadn't got help, I would probably be in the same situation I was before. I don't think I would have been able to do it by myself."

"I ended up getting the loan and a car. It was amazing, I didn't have to catch the bus anymore! It made my life so much easier. I've learnt a lot, I now know how to budget and how to read contracts. I also told my mum to see Anglicare NT and they helped her too."



Sarah received a StepUP loan with help from the Money Matters team.

Community Visit Leads to Corporate Rethink

Money Matters helps people address financial issues, make informed choices and build long-term ability to budget and manage their money. While superannuation is not one of the main purposes of the program, Money Matters staff in East Arnhem spend a significant amount of time assisting people with their superannuation. Staff felt superannuation providers could offer better overall product support to remote Indigenous customers. They asked Australian Super, the largest super provider in the region, to visit East Arnhem to witness the issues on the ground.

Five Australian Super representatives accepted the invitation and flew into Gove Airport in East Arnhem. They received a traditional Welcome to Country and learnt about Yolngu culture from a local Anglicare NT staff member. They continued their travels in a small Cessna aircraft, flying to Galiwin'ku, where they met staff and saw first-hand the issues faced by customers. The immersive experience provided the representatives with a greater cultural awareness and an appreciation of the challenges remote customers face. They gained an understanding of the people and the place – the different languages, the culture and ways of seeing the world. After the visit, Australian Super launched a pilot program involving specialised Call Centre Consultants who solely service Aboriginal and Torres Strait Islander customers. This is a great result and we thank Australian Super for their visit.

Child Inclusive Practice

Resolve Family Dispute Resolution practitioners assist couples going through separation to work through issues such as living arrangements for their children and property settlements. Child-inclusive sessions are recommended for families when both parents agree it would be helpful and suitable for the child. The sessions are available for children aged five years and older and involve children attending sessions with a practitioner, on their own or with a sibling. The structure of child inclusive sessions is based on a child's age and can incorporate activities such as drawing, emotion cards, playdough, sand art, storytelling and the use of dolls and figurines to re-enact scenarios.

The sessions are generally beneficial to both children and their parents. Children have the chance to talk about their situation and how they are feeling. Parents can be informed of how their children are dealing with the situation and work through the issues with their counsellor. The child's permission is always sought before any information discussed in sessions is passed back to parents. If required, children can continue to receive counselling or be referred to other relevant services.

Quality Improvement

Quality Innovation Performance (QIP) assessors visited selected Anglicare NT sites in August 2018 to assess the organisation against the QIC Health and Community Services Standards (QIC) and the National Standards for Mental Health Services (NSMHS). After the visit, Anglicare NT was advised it met full accreditation against QIC and headspace Darwin achieved full accreditation under the NSMHS.

This fantastic achievement reflects the hard work of the organisation over the past three years in maintaining and improving existing systems, while implementing new processes and service delivery practices. In preparation for the visit, a large body of evidence (almost 2000 documents and examples) was submitted via the QIP online portal. Methods of documentation included the organisation's policies and procedures; strategic, business and project plans; feedback processes and evaluation reports. Activities such as hazard and incident reporting, client file audits, site inspections, staff climate surveys, program evaluations and feedback reviews all reflect how the organisation is performing and areas in which we can improve.

The feedback from the QIP Assessors outlined:

- we are person-focused and have a cooperative work culture;
- our values are understood and expressed by staff throughout their work;
- the organisation is family-friendly and meets the needs of staff, encouraging them to stay working at Anglicare NT.

"The strengths of the organisation include its culture, professionalism, creativity, integrity, strong internal systems and processes and responsiveness."

Abstract from the final assessment summary.

To maintain quality momentum year-round, Anglicare NT presents 'Quality Duck' awards to highlight the importance of upholding good processes, procedures and practice. The duck metaphor describes how we can keep our 'ducks in a row' through continual improvement. In the past year, Quality Duck awards have been presented to several groups including the three Home Interaction Program for Parents and Youngsters (HIPPY) teams, the Katherine Youth team and members of the Human Resources team.

"The best thing about Anglicare is that they are always there."

Feedback from service participant



A 'Quality Duck' award is presented to the three Home Interaction Program for Parents and Youngsters (HIPPY) teams for community engagement activities during HIPPY week.



The Katherine Youth team receive a 'Quality Duck' award for their community engagement initiative, Youthfest, which was held on Youth Homelessness Matters Day.

Our Partnerships

Anglicare NT recognises the strength of working together with others in the community. From local businesses to community groups, parishes and government bodies, each partnership is unique and increases our ability to create lasting change for people across the Territory.

Churches

As an agency founded by the Anglican Church, the Anglican Parishes continue to be a partner in our work. This year, the Anglican Diocese of the Northern Territory celebrated its 50th Anniversary. Anglicare NT was delighted to attend a special event at Christ Church Cathedral, sharing insights about the work we do and the history of our relationship with the church.

Businesses

Shared goals can be reached when local businesses and organisations work together. This year a partnership between AFLNT and headspace Darwin led to the launch of the 'Wellbeing Champions', a pilot program that kicked off in the 2018-19 NTFL season. Wellbeing Champions will be a key support to players and members, encouraging help-seeking behaviours and helping others understand referral pathways for allied health professionals.

Over fifteen local organisations held information booths, offered interactive activities and donated prizes to support Couch Surfing on Youth Homelessness Matters Day. Supporters include Radio Larrakia, City of Darwin, CatholicCare NT, Fitnessworks NT, Northern Territory Major Events Company, Lucky Bat Café, McDonalds, V8 Hot Laps, The Burning Circus, Café de La Plage, Flip Out, Anaconda, Bunnings, Darwin Ice Skating Centre, Kingpin, The Planet Bowling and NT Thunder.

Lo Castro kindly donated ten litres of ice-cream that was given to homeless people at an event for Homelessness Week. Share the Dignity provided sanitary items that were distributed for free at the same event.

Government

Strong support from local, Territory and Australian Government departments continues to enable us to deliver on our purpose. In December 2017, we were honoured to have the Administrator of the Northern Territory, Her Honour the Honourable Vicki O'Halloran speak at our Annual Public Meeting. It was also fantastic to see ministerial and local member support at many of our community events and initiatives.

Community

Anglicare NT was thrilled to be selected as the Charity Partner in this year's Darwin GleNTi, a Greek festival dedicated to entertainment, delicious food and the celebration of culture. Through the support of the GleNTi committee, local businesses, individual donors and a group of volunteer staff, an incredible \$31,000 was raised to support homeless and disadvantaged young people.

Anglicare NT also supported a range of initiatives across the Territory such as Sabrina's Ride for Life, a campaign created by the Di Lembo family that aimed to raise awareness of mental health and suicide. We also took part in other mental health awareness events including Rock Ya Temper, Walking off the War Within and Darkness into Light.



Lidia and Jade at Sabrina's Ride 4 Life



Evan and Kirrily at the Darwin Greek GleNTi



Anthony promotes the Wellbeing Champions



Her Honour the Honourable Vicki O'Halloran AM joins Anglicare NT at the Annual Public Meeting

Our Management Team

EXECUTIVE MANAGEMENT TEAM*



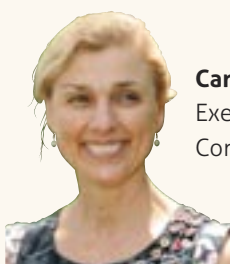
Dave Pugh
Chief Executive
Officer



Ann Buxton
Deputy CEO
Executive Manager
Youth, Family and
Remote



Terry Cleary
Executive Manager
Community Care and
Access



Carolyn Talbot
Executive Manager
Corporate Services



Ashley Perez
Executive Manager
Engagement and
Development



Jade Gooding
Executive Manager
Mental Health

OPERATIONAL MANAGEMENT TEAM*

Lyn Buckley Regional Operations
Manager, Central Australia

Rebecca Creek Operations Manager,
headspace Darwin

Sandy Graham Acting Regional Operations
Manager, Katherine

Paul Hawes Initiatives Manager,
Resolve

Katrina Hill Operations Manager, Darwin
Community Services

Fiona Lodge Operations Manager, Darwin
Disability Services

Simone Pettiford Regional Operations Manager,
East Arnhem

Robert Rooth Initiatives Manager,
Money Matters

Camilla Krauze Initiatives Manager, East Arnhem
Children's Services

Jemma Wood Operations Manager, Youth
Support and Development



The Operational Management team meet in Darwin.

** as at 30 June 2018*

Our Staff

Anglicare NT's dedicated team of staff and volunteers work across our communities to benefit the lives and futures of children, young people, individuals and families. Working tirelessly and often in emotionally charged and difficult environments, our incredible staff achieve outstanding outcomes.

By the end of the financial year, staff numbers reached a total of 428, reflecting an increase of 9.57% from the previous year.

Equal Employment Opportunity Statistics

	June 2018	% of total staff
Female	316	74%
Male	112	26%
Aboriginal & Torres Strait Islander	64	15%

Recognition of Service

Anglicare NT celebrates the significant milestones staff reach in their employment. We acknowledge the amazing contributions made over the years and thank staff for their passion and commitment.

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

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

Staff by Location and Employment Type

Location	Full time	Part time	Casual	Total
Alice Springs	43	28	17	88
Darwin	140	65	55	260
Katherine	20	11	12	43
Nhulunbuy	9	7	2	18
Remote	0	0	19	19
Total	212	111	105	428



Darwin staff gather for the annual Regional Staff Meeting.

Supporting our Staff

During the 2017-18 financial year, there was a strong focus on staff professional development.

- Employee Review and Development (ERD) information sessions were held in February, with the aim of encouraging staff to complete their ERDs in April and May. This reflected responses in the Best Practice Australia Staff Engagement Survey, completed in the last financial year.
- The Leadership and Management Pathways Program was launched, in line with Anglicare NT's commitment to ensure leaders and managers, from team leaders through to the Board of Directors, are supported and trained to undertake their role.
- A training calendar was introduced to enable staff to attend regular training sessions throughout the year including First Aid, Suicide Prevention, Work Health and Safety, strengths-based training, LGBTIQ Inclusive Practice and mandatory reporting.

Anglicare NT is an equal opportunity employer. In 2018, the organisation introduced a paid parental leave scheme, giving the primary carer 12 weeks paid parental leave and a partner two weeks paid parental leave upon completion of 12 months of continuous service. This is in addition to government entitlements available to parents.

Staff Chaplains

Staff Chaplains provide pastoral care for all Anglicare NT staff and volunteers, as well as a focus on spirituality within the organisation and linkages to Anglican parishes. We are pleased to introduce Julie Toomey, our new Staff Chaplain in Darwin. Julie joins our other Staff Chaplains, Reverend Canon Brian Jeffries in Alice Springs and Reverend Kristan Slack in Katherine, in providing support for Anglicare NT staff.



Community visitor volunteers Robert and Michiko celebrate Christmas.

Our Volunteers

Volunteers across the Northern Territory selflessly offer their own time to give back to the community. We thank our volunteers for the value they add to people's lives through Meals on Wheels, ReStore second-hand shops and the Community Visitors Scheme. During the year, 105 volunteers with the Community Visitors Scheme helped to enrich the lives of 116 older Territorians with regular visits and 15 volunteers provided Meals on Wheels in Alice Springs.

During National Volunteer Week, we celebrated our volunteers with dinners, fun activities and invitations to attend receptions with local politicians who wanted to recognise the work of volunteers. Volunteer community visitors in Katherine were treated to a delicious dinner at the Mahogany Bar and Grill, while in Darwin a small group of volunteers participated in a fun activity of decorating ceramic figurines with different painting techniques. Twelve volunteers attended a reception hosted by the Honourable Eva Lawler MP at Parliament House.

In Alice Springs, ten volunteers attended a dinner at the Gillen Club. Meals on Wheels volunteers attended a reception organised by the Honourable Dale Wakefield MP, where volunteer of six years, Margaret Pearson, received a Chief Minister's volunteering award. Meals on Wheels volunteer Doreen Hair was nominated posthumously for a Certificate of Appreciation; she had volunteered since 2014 and her contribution to the community was highly valued. Sadly, one of the founders of Meals and Wheels in Alice Springs, Telka Williams, passed away in 2018. Telka will be remembered as a strong advocate for people with a disability and a supporter of and volunteer at many local organisations.

ReStore celebrated National Volunteer Week with a special sale, raffle and free sausage sizzle for volunteers, customers and staff. A total of 198 volunteers were engaged at ReStore in 2017-18, including 35 who participated voluntarily and 98 who undertook work experience placements, work injury recovery programs, Work for the Dole or corrections programs. An additional 65 volunteers helped the stores through community and school groups. Volunteers help with customer assistance and the sorting, cleaning and displaying of items for sale.

Board and Committees

Our Board

The voluntary Board of Directors at Anglicare NT develop and approve the governance and strategic frameworks that guide, monitor and evaluate the organisation's direction and management. 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. In June 2018 the Board appointed Ms Samantha Billington to the role of Company Secretary.

Anglicare NT Board Meetings and Attendance July 2017 – June 2018

	Number eligible to attend	Number attended
Richard Giles	8	8
Greg Anderson	8	6
Howard Bath	8	8
MunLi Chee	8	6
Clarissa Comerford	8	6
Keith Joseph	8	7
Sally Yule	8	6
Leeanne Zamagias	8	7



The Anglicare NT Board in Katherine. Left to right: Dr Howard Bath, The Very Reverend Dr Keith Joseph, Ms Leeanne Zamagias, Mr Dave Pugh, Ms Sally Yule, The Right Reverend Dr Greg Anderson, Ms Clarissa Comerford, Mr Richard Giles (Chair). Absent: Mrs MunLi Chee.

Our Committees

Audit and Risk Management Committee

The Audit and Risk Management Committee provides 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, the Chief Executive Officer and Executive Manager Corporate Services.

Care Governance Committee

The Care Governance Committee is responsible for ensuring Anglicare NT's care practices are accountable, of good quality, compliant with regulatory requirements, responsive to community needs and focussed on

continuous improvement. We thank Dr Jo Wright for his role as Independent Chair of the Committee. Dr Howard Bath, the Chief Executive Officer, the Deputy Chief Executive Officer and the Executive Manager Mental Health are also members of the Committee.

Governance Committee

The Governance Committee ensures the Board meets its responsibilities through appropriate governance development, recruitment, strategies, training 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

Anglicare NT experienced strong growth for the year ending 30 June 2018, with the agency focusing on sustainable growth, managing reserves and improving facilities. Over the financial year, grant income increased by 9.0% while total income increased by 13.4%.

The Annual Financial Statements show total income for the year was \$38,424,602 and the annual surplus was \$1,961,177. A significant increase in the annual surplus was attributed to a large back payment of \$1,230,702.

To protect the sustainability of reserves, Anglicare NT continued to diversify its assets by investing in an ethical investment portfolio.

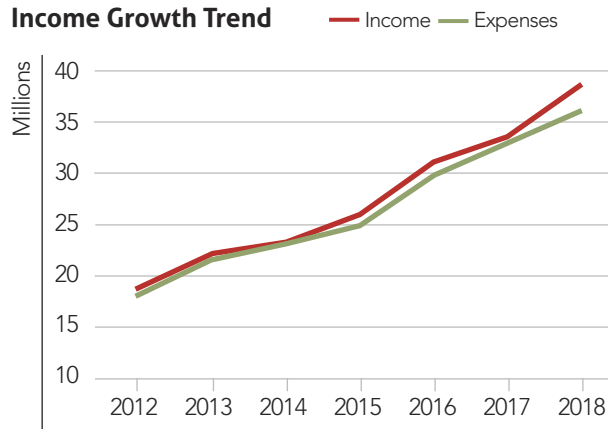
Trends 2012-2018

Anglicare NT has grown steadily over the last six years, with the average turnover increasing by 16.4% per annum. The growth of our equity is helping to maintain the sustainability of the organisation and provides assurance of our stability to funders.

Grant Funding Sources

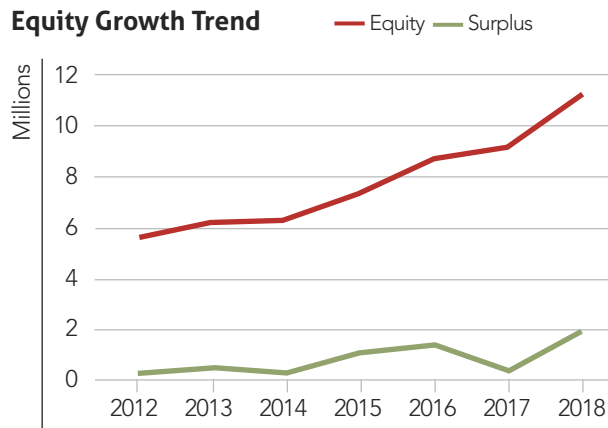
Anglicare NT is supported by a range of funding sources to deliver services across the Northern Territory. This financial year grant funding increased by 9.0%.

Income Growth Trend



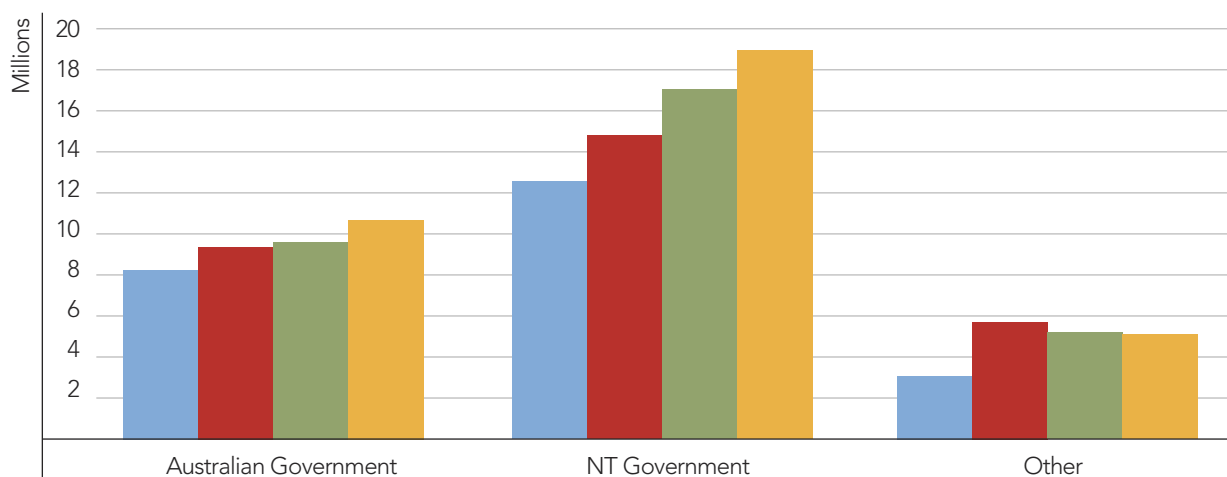
Financial Year Ended 30 June

Equity Growth Trend



Financial Year Ended 30 June

Funding Sources 2014-18



	Australian Government	NT Government	Other
2014-15	\$8,355,584	\$12,506,828	\$3,227,784
2015-16	\$9,008,504	\$14,586,427	\$5,341,488
2016-17	\$9,456,156	\$16,574,217	\$4,955,810
2017-18	\$10,518,928	\$18,342,060	\$4,928,471

Financials cont.

Anglicare NT Statement of Profit and Loss and Other Comprehensive Income for the Year Ended 30 June 2018

	2018 \$	2017 \$
REVENUE		
Grant Revenue	33,789,459	30,986,183
Other Revenue	4,635,143	2,671,371
TOTAL REVENUE	38,424,602	33,657,554
EXPENSES		
Employee related expenses	25,535,149	22,867,076
Depreciation and amortization expenses	868,157	682,831
Client support services expenses	2,184,798	2,140,179
Administration expenses	2,101,092	2,221,081
Motor vehicle expenses	858,910	708,539
Information communication technology	1,349,972	1,085,352
Property	2,829,319	2,991,068
Travel	736,028	647,850
TOTAL EXPENSES	36,463,425	33,343,976
NET CURRENT YEAR SURPLUS	1,961,177	313,578
OTHER COMPREHENSIVE INCOME		
Fair value re-measurement gain/(losses) on available forsale financial assets	(1,614)	75,570
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	1,959,563	389,148

Full set of audited financial statements for Anglicare NT are available on request to Anglicare NT or via the Australian Charity and Non-for-Profit Commission's website: www.acnc.gov.au

Anglicare NT Statement of Financial Position as at 30 June 2018

	2018 \$	2017 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	8,303,660	5,889,582
Trade and other receivables	1,629,997	1,226,645
Other current assets	848,328	401,041
TOTAL CURRENT ASSETS	10,781,985	7,517,268
NON-CURRENT ASSETS		
Financial assets	5,846,528	5,567,557
Property, plant and equipment	2,896,869	2,440,215
TOTAL NON-CURRENT ASSETS	8,743,397	8,007,772
TOTAL ASSETS	19,525,382	15,525,040
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	4,794,389	3,804,260
Employee provisions	1,814,035	1,537,236
TOTAL CURRENT LIABILITY	6,608,424	5,341,496
NON-CURRENT LIABILITY		107,929
Other payables	129,010	
Borrowings	502,906	893,081
Employee provisions	1,142,945	
TOTAL NON-CURRENT LIABILITY	1,774,861	1,001,010
TOTAL LIABILITY	7,751,369	6,234,577
NET ASSETS	11,774,013	9,290,463
EQUITY		8,749,844
Retained earnings	10,696,844	423,690
Reserves	445,253	9,173,534
EQUITY	11,142,097	

Full set of audited financial statements for Anglicare NT are available on request to Anglicare NT or via the Australian Charity and Non-for-Profit Commission's website: www.acnc.gov.au



Tel: +61 8 8981 7066
Fax: +61 8 8981 7493
www.bdo.com.au

72 Cavenagh St
Darwin NT 0800
GPO Box 4640 Darwin NT 0801
Australia

INDEPENDENT AUDITOR'S REPORT

To the members of Anglicare N.T. Ltd

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 2018, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, 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 Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the Company's financial position as at 30 June 2018 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of 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 2012* (ACNC Act) 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.

Responsibilities of directors for the Financial Report

The directors of the Company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, 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.

The directors are responsible for overseeing the Company's financial reporting process.

BDO Audit (NT) ABN 45 826 259 206 is a member of a national association of independent entities which are all members of BDO (Australia) Ltd ABN 77 050 110 275, an Australian company limited by guarantee. BDO Audit (NT) and BDO (Australia) Ltd are members of BDO International Ltd, a UK company limited by guarantee, and form part of the international BDO network of independent member firms. Liability limited by a scheme approved under Professional Standards Legislation, other than for the acts or omissions of financial services licensees.



Auditor's responsibilities 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.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at:

http://www.auasb.gov.au/auditors_responsibilities/ar3.pdf

This description forms part of our auditor's report.

A handwritten signature in black ink that reads 'BDO'.

BDO Audit (NT)

A handwritten signature in black ink, appearing to be 'C Taziwa'.

C Taziwa
Audit Partner

Darwin, 31 October 2018

Acknowledgements and Thanks

Volunteers

We thank our volunteers across the Northern Territory. Your time and commitment are greatly appreciated and help us to provide crucial services to Territorians.

Supporters

Thank you to individuals and businesses who gave generously in donations this year. Your support continues to enable us to strengthen our services and increase our reach to Territorians.

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.

Memberships

Anglicare Australia
Association of Alcohol and Other Drugs Agencies NT
Australian Institute of Company Directors
Australian Institute of Family Law Arbitrators and Mediators
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
National Voice of Our Children
NT Council of Social Services (NTCOSS)
NT Mental Health Coalition Inc.
NT Shelter
Refugee Council of Australia
Resolution Institute (Community of Mediators)
Settlement Council of Australia
South Australia Financial Counselling Australia (SAFCA)
Suicide Prevention Australia
Supply Nation
The Australian College of Mental Health Nurses
Tourism Top End
Volunteering SA & NT Incorporated
WHSmart Safety Essentials

Funding Bodies

Australian Government

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

NT Government

Department of Attorney-General and Justice
Department of Chief Minister
Department of Health
Department of Housing & Community Development
Territory Families

Other Organisations

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



Anglicare NT

RESPECT • FAIRNESS • COMMUNITY

Head Office: 60 Winnellie Road, Winnellie NT 0820

Postal Address: PO Box 36506, Winnellie NT 0821



+61 8 8985 0000



anglicare@anglicare-nt.org.au



anglicare-nt.org.au



[/AnglicareNT](https://www.facebook.com/AnglicareNT)



[@AnglicareNT](https://twitter.com/AnglicareNT)



[/anglicare-nt](https://www.linkedin.com/company/anglicare-nt)