



Annual Report 2018-19





## Our purpose

A full life and social justice for all.

## Our values

*Hope • Kindness • Respect • Fairness • Integrity*

## Our foundations

Anglicare NT is an agency of the Anglican Diocese of the NT, formed to respond to social needs across our diverse communities.

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

Anglicare NT acknowledges and celebrates the Traditional Custodians and Owners of this country and we pay our respects to Elders, past and present.

Anglicare NT is a local organisation, formed, embedded and managed by and with Territorians and their communities.

### Credits

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Cover photo: Family enjoying their new home and garden.

Above: Volunteer Zara and her dog Molly visit Beulah as part of the Community Visitors Scheme.

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# Bishop's message

One of the most famous stories Jesus tells is the parable of The Good Samaritan. It is about somebody from a despised group of people being the only one who helps a man in trouble. Religious leaders had just walked past rather than trying to help. Jesus tells this story to challenge the views of religious people of his own day who wanted to limit the help they offered and shut out others. Jesus' story shows what kindness is all about. It goes outside the usual boundaries and does good, even when there is no 'return on investment' or 'reason to give'.



Kindness is one of the values stated in the new Anglicare NT Strategic Plan. It is added to hope, respect, fairness and integrity. One of the dimensions of kindness is that it responds to need proactively, wanting what is best for the other person rather than what suits the giver. It is generous and warm. It goes above and beyond duty. Kindness is a great value for Anglicare NT to have because it demonstrates what God is like. God did not wait for the world to deserve his care and love, he acted first. The New Testament speaks about God expressing his kindness to the world in sending Jesus Christ.

Anglicare NT is a part of the Anglican family, along with many other partners of Anglicare Australia. The Anglican Church in the Territory is proud of the work reflected in this Annual Report and we express our gratitude to all staff and volunteers. We value the ongoing contact between parishes and Anglicare NT's work and look forward to strengthening and developing our partnership.

A handwritten signature in black ink, appearing to read 'G Anderson'.

**The Right Reverend Dr Greg Anderson,**  
Bishop of the Anglican Diocese of the Northern Territory

# Chair's reflection

Anglicare NT continues to provide professional, adaptable and culturally affirming services that enrich the lives of Territorians. Whilst I am pleased again to report on a positive year, we have addressed challenges such as staffing and budgetary issues in delivering our more complex programs. For example, in out of home care we increased staff numbers to maintain an excellent service and ensure a safe environment for young people. We are also continuing to find our position, work effectively and on budget with our disability services in the NDIS environment.



With some changes during the year, our management team remains a stable, experienced, thoughtful and innovative group. I congratulate our CEO Dave Pugh and his dedicated team for another excellent year. The hard work of staff has seen the organisation continue to be fully accredited under the QIC Health and Community Services Standards and the National Standards for Mental Health Services. Anglicare NT is also now a signatory to the National Redress Scheme.

A highlight this year was launching the new Strategic Plan 2019-22 which sets out priorities for the next four years. The plan is the product of a year's consultation between the Board, Anglicare NT managers and staff, service participants and partner organisations. A commitment was made by the Board to invest the 2017-18 surplus on innovation and strategic priorities for Anglicare NT during 2019-20.

I am happy to share this Annual Report with you that tells stories of the work of Anglicare NT and the many people of whom the organisation is privileged to support.

A handwritten signature in black ink, appearing to read 'Richard Giles'.

**Richard Giles,**  
Chair of the Board

# CEO's report

Maturing our organisation and responding to the needs of community in new ways requires leadership and wisdom. I would like to thank the Board, management and staff of Anglicare NT for their wisdom, guidance and dedication to our purpose and values.

In 2018-19 Anglicare NT introduced a new executive role titled 'Senior Aboriginal Advisor'. Leonie Patterson, appointed in November, is providing leadership and energy to our work with Aboriginal and Torres Strait Islander people, strengthening partnerships with Aboriginal community-controlled organisations, developing our workforce strategy and improving cultural safety within our services.



At the launch of the Strategic Plan we revealed our refreshed brand, logo and design. The intent of this change was to stay contemporary and better communicate who we are today. The new colours are vibrant and the subtle changes in the logo are reflective of our connection, diversity and creativity. We were pleased this year to commence two new programs for supporting youth mental health. The Enhanced Care service for young people with serious mental health issues in Darwin and the headspace Katherine centre will make a difference for many young people and their families. Internally, we are maturing our finance, quality and ICT systems. We are working on a large project aimed at integrating our finance and HR systems under a new platform called Sage EM.

Throughout this Annual Report you will see evidence that our goals are being progressed and our values are being lived, both in the organisation and in the way staff interact with our community.

A handwritten signature in black ink, appearing to read 'DAPugh'.

**Dave Pugh,**  
Chief Executive Officer



*Dave visits Tennant Creek to explore partnership opportunities*



*Staff members Leonie, Dave, Camilla and Naomi travel to Ngukurr to meet with the community*



*Eliza and Leonie visit Nitmiluk National Park as part of the Anglicare Australia Aboriginal Culture and Experience Program*

# Year in review

## The **Housing Accommodation Support Initiative (HASI)**

is newly operational in Darwin and Palmerston, providing case management support for people with mental health issues living in public housing.



Federal Member for Solomon Luke Gosling OAM visited the Ludmilla Community Services Hub to learn more about **financial inclusion** and the role of financial counsellors.

Communities for Children and NAPCAN coordinated a breakfast for **Child Protection Week** in Alice Springs. 120 people gathered at the event to support and advocate for preventative strategies to keep children safe.



2018

July

September

November

August

October

December



Anglicare NT **obtained accreditation** against QIC Health and Community Services Standards and headspace Darwin achieved full accreditation under the National Standards for Mental Health Services.

Anglicare NT staff attended parishes on **Anglicare Sunday** to share about the work we do and reflect on what it means to show compassion and seek justice in our community.



Communities for Children helped organise an event for **Children's Week** in Alice Springs, where over 20 services provided free activities and food for children and families.



Fifteen young women from Sanderson Middle School graduated from **SHINE**, a program that takes a holistic approach to empower young women and help them develop self-esteem.



Building works commenced at the new **headspace Katherine** site. Young people, families, Elders and local organisations provided input on fitout and design of services to be offered.



Young people in East Arnhem attended the **Strong Living Camp**, held on the Gove Peninsula during the school holidays.



Two **family support services** transferred from Somerville Community Services to Anglicare NT – Intensive Family and Parenting Support and the Child and Family Contact Service.



The Board and Executive launched the **Strategic Plan 2019-2022**, outlining our purpose, principles that guide us and strategic goals for the four-year period.

January

March

May

2019

February

April

June



As part of a new partnership between headspace and **Hawthorn Football Club**, several players joined headspace staff in Katherine to hold football clinics and share information about mental health.

East Arnhem Communities for Children hosted **We Grow Them Up**, a two-way learning forum in Nhulunbuy for early childhood, children and family services.



The **Rental Affordability Snapshot**, led by Anglicare Australia, demonstrated a housing affordability crisis across Australia and in the Northern Territory.

Anglicare NT hosted ten delegates from across the Anglicare Australia Network for the inaugural **Anglicare Australia Aboriginal Culture and Experience Program**.



The **Child Friendly Alice Community Profile** was launched in Alice Springs. Developed in partnership with local organisations, the profile provides insight on the hopes, dreams and aspirations of children and families living in the region.

# Board and management team



Board members Sally Yule, MunLi Chee, Leeanne Zamagias, Richard Giles, Greg Anderson, Donna McMasters and Howard Bath on a couch from our Youth Homelessness Matters Day event. Absent: Kate Beer and Clarissa Comerford.

## Board members

The Anglicare NT Board of Directors provides strategic leadership and direction to our organisation. All members of the Board are volunteers and generously offer their time, skills and expertise. A strong focus this year was developing the 2019-2022 Strategic Plan, which was launched in May.

While we thanked and farewelled Board member The Very Reverend Dr Keith Joseph this year, we were pleased to warmly welcome new members, Ms Donna McMasters and Reverend Kate Beer. After many years in the Northern Territory, Keith was appointed the 11th Bishop of the Diocese of North Queensland. Keith served on the Anglicare NT Board for over five years, providing considerable knowledge in the areas of social justice, cross-cultural work and climate change, as well as matters of ethics, strategy and values.

Ms Donna McMasters joined the Board in November 2018 with a strong interest in advocacy and governance. Donna has extensive experience in the non-profit and government sectors and is passionate about supporting the empowerment of Aboriginal people and communities. Reverend Kate Beer joined the Board in June 2019 and is currently the Ministry Development Officer of the

Anglican Diocese of the NT, working to resource, equip and support local church workers. Kate has significant experience living and working in remote, rural and urban areas of the NT.

The Board is resourced by three key committees including the Governance Committee, the Audit and Risk Management Committee and the Care Governance Committee. Refer to page 38 for further details.

### Anglicare NT Board Meetings and Attendance July 2018 – June 2019

	Number eligible to attend	Number attended
Richard Giles	8	8
Greg Anderson	8	8
Howard Bath	8	7
Kate Beer	1	1
Clarissa Comerford	8	5
Keith Joseph	5	4
Donna McMasters	5	2
MunLi Chee	8	8
Sally Yule	8	7
Leeanne Zamagias	8	8



## Executive management team



**Dave Pugh**  
Chief Executive Officer



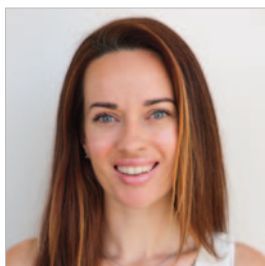
**Ann Buxton**  
Deputy Chief Executive Officer



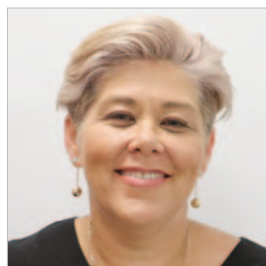
**Amie Carrington**  
Executive Manager, Youth & Families



**Terry Cleary**  
Executive Manager,  
Community Support & Access



**Jade Gooding**  
Executive Manager, Mental Health



**Leonie Patterson**  
Senior Aboriginal Advisor,  
Cultural Safety & Partnerships



**Ashley Perez**  
Executive Manager, Children & Homelessness



**Carolyn Talbot**  
Executive Manager,  
Corporate Services

## Operational management team



**Kerry Boswell**  
Initiatives Manager,  
Family Services



**Rebecca Creek**  
Operations Manager,  
Intensive Mental Health Services



**Sandy Graham**  
Senior Manager,  
Operations Support



**Paul Hawes**  
Initiatives Manager,  
Resolve



**Katrina Hill**  
Operations Manager,  
Darwin Community Services



**Dira Horne**  
Regional Operations  
Manager, Central Australia



**Tracey John**  
Regional Operations  
Manager, Katherine



**Camilla Krauze**  
Initiatives Manager, East  
Arnhem Children's Services



**Fiona Lodge**  
Operations Manager, Darwin  
Disability Services



**Simone Pettiford**  
Regional Operations  
Manager, East Arnhem



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



**Julia Wormer**  
Operations Manager,  
Primary Mental Health Services

# Strategic Plan 2019-2022

Guiding the direction of Anglicare NT over the next four years is our Strategic Plan 2019-2022. The plan outlines how we will deliver on our purpose and live out our values of hope, kindness, respect, fairness and integrity.

The plan, launched in May 2019, was developed with input from our staff, our Board, the community, partner organisations and the people we work with. It includes a set of principles that guide our work and strategic goals for us to work towards.

Anglicare NT respects the inherent dignity and rights of all people and promotes reconciliation with Aboriginal and Torres Strait Islander people. We support the right to self-determination, believe in two-way learning and strengthening partnerships with Aboriginal communities and organisations.

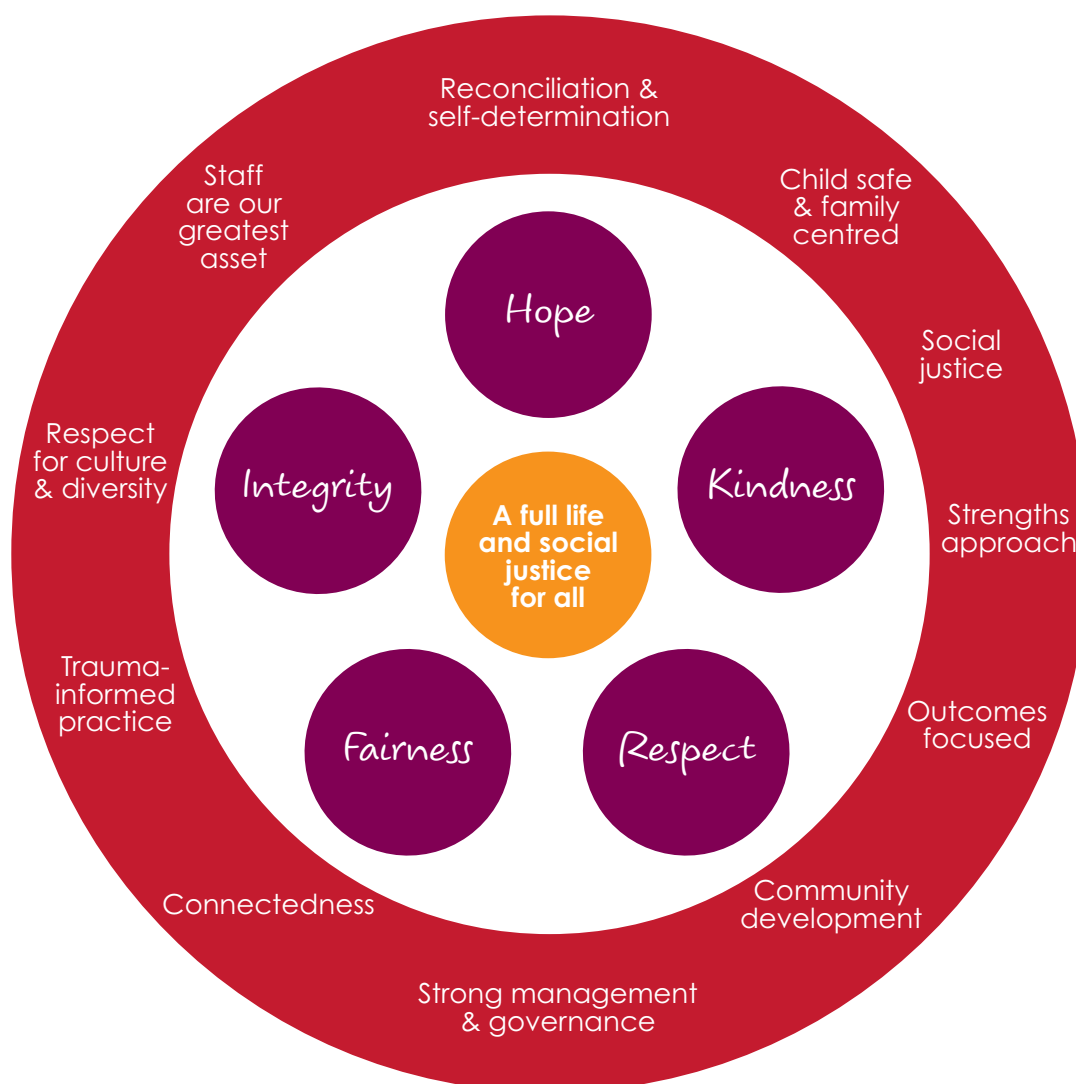
To view the full Strategic Plan 2019-2022, please visit our website [anglicare-nt.org.au](http://anglicare-nt.org.au)



Dave Pugh and Lisa Fogarty with the Strategic Plan 2019-22



Board Members attend the launch of the new Strategic Plan





# Reconciliation

Anglicare NT aspires to close the gap in health, employment and achievement for Aboriginal and Torres Strait Islander people and those in the broader Australian community. Our vision is a society that acknowledges and values the unique place of Aboriginal and Torres Strait Islander peoples, accepts our shared history and embraces equality and equity. Advocating for social justice is a core part of our work and this year we became a signatory to the National Family Matters campaign. The campaign aims to eliminate the over-representation of Aboriginal and Torres Strait Islander children in out of home care by 2040.

## Strengthening cultural safety

At the beginning of the year, a 'Community Feedback and Aboriginal Governance Project' was conducted by PricewaterhouseCoopers Indigenous Consulting to ensure Aboriginal peoples' voices and needs were built into the design and delivery of our strategic planning and governance. The final report offered over 50 broad recommendations in areas such as staff cultural competence, supporting self-determination and Aboriginal workforce development.

To have a strong Aboriginal voice in the ongoing work of Anglicare NT and to support our Aboriginal and Torres Strait Islander staff, this year we introduced a new Executive position, Senior Aboriginal Advisor of Cultural Safety and Partnerships. We were thrilled to welcome Leonie Patterson to the role, a proud local Aboriginal woman with over 16 years' experience in government.

## Facilitating a deeper understanding of Aboriginal culture

In June, Anglicare NT hosted ten nominated delegates from across the Anglicare Australia Network to take part in the 'Anglicare Australia Aboriginal Culture and Experience Program'. First of its kind to be run within the Network, the program aimed to facilitate a deeper understanding of Aboriginal culture and people and reflect on how we can all continue to work to support self-determination and strengthen reconciliation efforts.

The six-day program involved participants travelling to Darwin and then onto the Katherine region. Highlights included cultural training, meeting Aboriginal leaders from government and private sectors, savouring freshly caught local Aboriginal bush tucker, visiting Nitmiluk National Park, regular reflections in yarning circles and attending the Barunga Festival.



Staff learn ochre painting techniques during NAIDOC Week

## Celebrating Aboriginal culture and contribution

NAIDOC Week provides staff the opportunity to celebrate the strengths, capacities and stories of Aboriginal and Torres Strait Islander people. The 2019 theme of 'Voice, Treaty, Truth' acknowledges that Aboriginal and Torres Strait Islander peoples have always wanted and needed an enhanced role in decision-making and the importance of speaking openly about the past. NAIDOC Week highlights included:

- Proudly joining NAIDOC marches in Darwin, Katherine, Alice Springs and Nhulunbuy.
- Celebrating NAIDOC and 35 years of operation at Council for Aboriginal Alcohol Program Services (CAAPS) Aboriginal Corporation.
- Hosting our own flag raising ceremony and cultural learning event at the Ludmilla Community Services Hub. Larrakia Nation welcomed us to Country and Aboriginal man Dale Austin played the didgeridoo and shared stories, bush food and art activities with staff.
- Contributing to Nhulunbuy events where Rirratjingu clan members performed a bunggul djama (ceremonial dancing), the Dhimurru Rangers cooked up bush food and the Bush Miyalk (women) from Gapuwiyak taught weaving.
- Partnering with local organisations in Yurrwi to provide games, sports, face painting, traditional bunggul djama (ceremonial dancing), stories, mask making, dress ups and banner making for local children and families.

# Partnerships

At Anglicare NT the word 'partnership' reflects how we work together with others, both formally and informally, to better support our community. With collective passion, advocacy and collaborative service delivery, we are more powerful in our pursuit of a just and inclusive society.

The new Strategic Plan 2019-2022 prioritises the development of partnerships across the Northern Territory. This involves exploring new ways to grow two way learning, supporting Aboriginal community-controlled organisations and equipping church partners with resources and training.

## Strengthening our services

- To support the development of community led solutions, relationships have been explored and extended with a range of organisations including **Central Australian Aboriginal Congress** and **Tangentyere Council** in Alice Springs. A formalised partnership has been arranged with **Yugul Mangi Development Aboriginal Corporation** in Ngukurr.
- In Darwin, partnering with the **Council for Aboriginal Alcohol Program Services (CAAPS)** has allowed people experiencing serious mental health illnesses to access wrap around support in the Housing Accommodation Support Initiative (HASI).
- **Wurli-Wurlinjang Aboriginal Health Service** provides free access for Aboriginal young people to medical services in the Katherine region. The local Aboriginal health service has had a strong voice in the implementation of headspace Katherine and continues to provide essential guidance as a consortium member.
- The **Australian Childhood Foundation (ACF)** continue to provide on-the-job support to staff working with young people. A key outcome from our partnership this year was the development of a comprehensive Framework and Practice Guide that outlines our culturally strong, strengths based and trauma informed approach to practice.
- Building on our partnership with **LivingWorks Australia**, Anglicare NT has contributed to the development of the Indigenous Networking Suicide Intervention Skills Training (INSIST), an innovative new program which aims to prevent suicide among Aboriginal and Torres Strait Islander people.



Jill Smith and Sharlene Tipungwuti from Council for Aboriginal Alcohol Program Services (CAAPS) celebrate NAIDOC Week with Dave Pugh and Andrea Smith

## Supporting self-determination

Listening, learning and walking together with Aboriginal and Torres Strait Islander people is a key commitment of Anglicare NT. In the spirit of reconciliation and self-determination, we work alongside Aboriginal community-controlled organisations, supporting them to strengthen and grow. Priority activities include implementation support to remote organisations seeking assistance and advice to grow new services in their communities.

In 2013, we chose to be a signatory to the Aboriginal Peak Organisations of the NT Partnership Principles. With all tenders, submissions and new areas of work considered as potential partnership opportunities, these principles continue to be a driving force in the work we do.

## Church partnerships

As the founding member of Anglicare NT, our partnership with the Anglican Diocese of the NT and local parishes is critical. Consultation with Anglican leaders in both urban and remote communities has provided new insights into opportunities for future collaborations. Julie Toomey, our part-time Parish Partnership Project Worker, has strengthened this work.

Each October, Anglicare agencies across the country celebrate 'Anglicare Sunday'. Anglicare NT reignited the event this year in the Territory with staff joining church services in Alice Springs, Darwin and Katherine to thank supporters and share more about our work in the community.



# Quality, accreditation and outcomes

When people can reach their potential and fully contribute to our communities, everyone benefits. To help achieve this, Anglicare NT places a strong focus on quality, innovation and outcomes across service delivery and internal operations.

Over the last year, Anglicare NT gained full accreditation under the QIC Health and Community Services Standards and the National Standards for Mental Health Services. In addition, a range of other service specific model fidelity, quality assurance and registration processes have been successful. These results reflect the huge effort that staff put into ensuring our services, programs and systems are continually improving and have a positive impact.

In 2017, Anglicare NT was pleased to welcome Bonita Moss to a new role of Manager Outcomes and Evaluation. In the two years since joining us, Bonita has guided our work on program evaluation, developing new tools for collecting feedback and supporting staff to better understand and embed an outcomes focused approach.

## Highlights 2018 -19

- **headspace Darwin** successfully completed an evaluation by Ernst & Young of their Early Psychosis program and will soon begin working with KPMG on a review of their vocational support program fidelity.
- **Therapeutic residential care** services received a positive result in the final Quality Assurance Report from Territory Families. The review demonstrated that Anglicare NT continues to provide young people with a home that is safe, nurturing and culturally affirming.
- The **Moving On After Care and Brokerage Service** evaluation gave a very strong picture of how young people benefit from practical assistance when they exit or 'age out' of the NT child protection system. The service allows them to move on as adults with the skills and knowledge needed to navigate the world independently.
- Initial results from an evaluation of the **Housing Accommodation Support Initiative**, conducted by Menzies School of Health Research, show the innovative program is having a real impact on people's lives. It is reducing housing stress, helping people to maintain medication and mental health plans, redevelop life skills and manage other health issues.
- The **Play and Learn Support (PALS)** program was endorsed by the Australian Institute of Family Studies (AIFS) as a 'Promising Practice Program', following the submission of results from an external evaluation. PALS is a bi-cultural tool for facilitating conversations about effective parenting to meet children's developmental needs.



Staff meet at headspace Darwin in Casuarina

# Snapshot of 2018-19



16,712

people directly supported across the Northern Territory

\$\$\$\$\$  
\$\$\$\$\$



\$409,000

of no/low interest loans arranged for people on low incomes



55,637

nights of supported accommodation provided



3,482

visits made by prison chaplains



847

home tutor visits were made through the Home Interaction Program for Parents and Youngsters



709

people trained to help prevent suicides



76  
young people supported in residential care



100%

of participants felt listened to and happy with parenting programs

2,089

hours of volunteer visits to older people



320

young people assisted with emergency relief



207

people supported to implement their NDIS plans



42,800

kilos of second-hand goods sorted for reuse



# Locations

Our main operational bases are in **Darwin, Alice Springs, Katherine and Nhulunbuy**, with small scale service outlets in and outreach services to remote communities in **East Arnhem and the Gove Peninsula**.

**Darwin** is home to the largest number of services that support people at every stage of their life. Sites include our Head Office, the Ludmilla Community Services Hub, headspace Darwin and several housing and residential care properties. We also have a small service hub in Palmerston primarily focused on youth and family services.

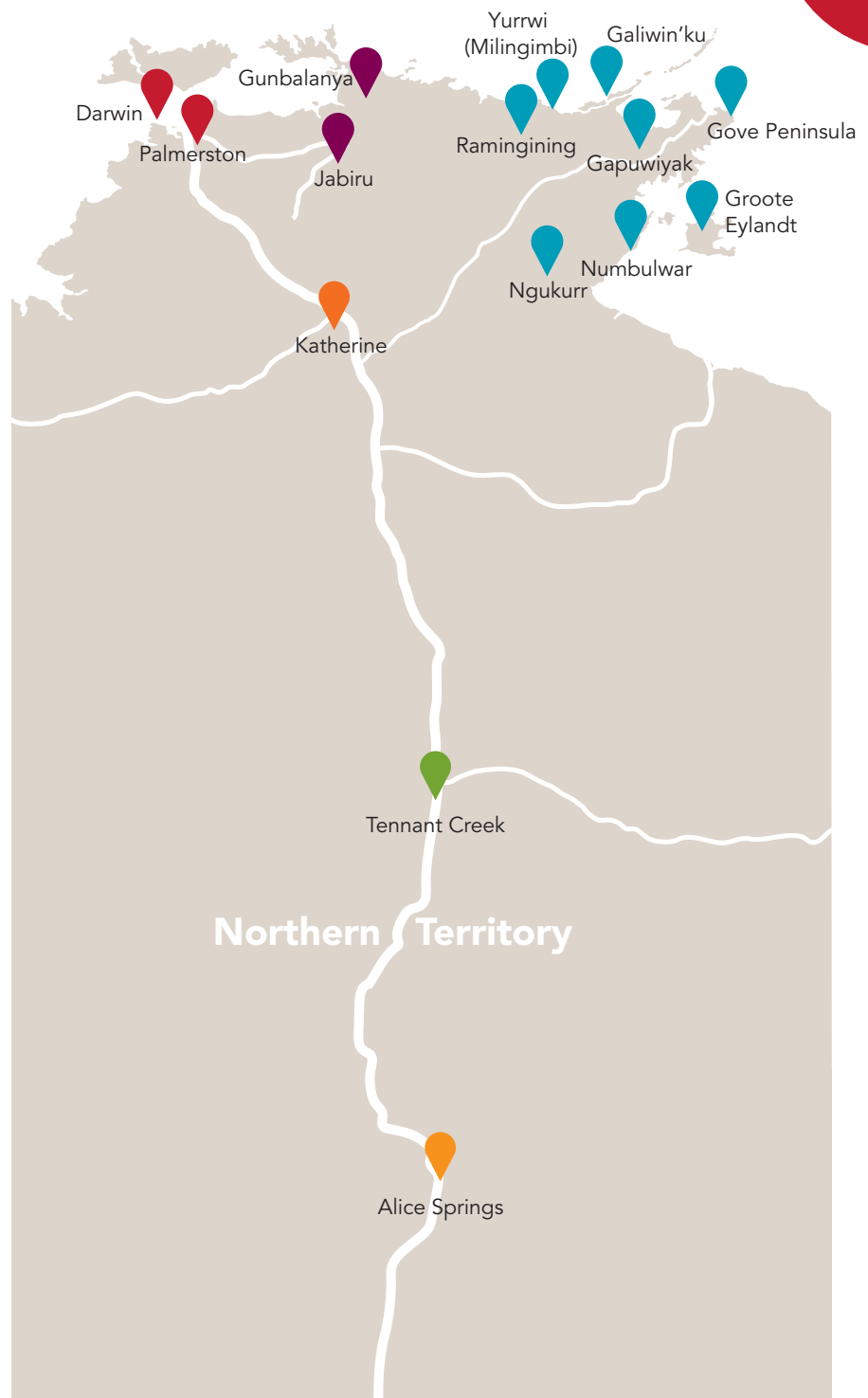
In **Alice Springs** we offer children, youth and family services, financial inclusion and post-prison support out of the regional office. Housing and homelessness services, disability support and services for older people are provided out of the Bloomfield Street Community Services Hub.

A similar range of services are offered in **Katherine** including children, youth and families, financial inclusion, housing and homelessness, disability support and services for older people. headspace Katherine is also a new addition to the region where young people can access mental health support.

While Nhulunbuy is our main operational base in **East Arnhem**, other remote communities are serviced on a visitational basis and by locally based staff. Our Money Support Hub visits the communities of Galiwin'ku, Ramingining, Gapuwiyak, Numbulwar, Yurrwi/Milingimbi and Groote Eylandt. Early childhood and family support services are resourced in Gapuwiyak, Numbulwar, Ngukurr, Yurrwi/Milingimbi and Groote Eylandt.

In Gunbalanya and Jabiru we provide Youth Diversion and in Tennant Creek we facilitate our volunteer visitor service.

Anglicare NT supports people, strengthens communities and advocates for social justice across the Territory



A summary of our services and locations can be found on the following two pages. To view a full list of services, please visit [anglicare-nt.org.au](http://anglicare-nt.org.au)

# Summary of services

	Services	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Children	Communities for Children			✓		✓	✓	
	Home Interaction Program for Parents & Youngsters (HIPPY)	✓			✓		✓	
	Remote Community Playgroups						✓	✓
Young People	Emergency Relief	✓	✓			✓		
	Intensive Youth Support Services	✓	✓	✓	✓			
	Moving On –Aftercare Support & Brokerage	✓	✓	✓				
	Pandanus Childbirth Education & Perinatal Support	✓	✓					
	Reconnect –Youth Homelessness Early Intervention	✓	✓			✓		
	Young Carers Program					✓	✓	
	Youth Accommodation	✓	✓		✓			
	Youth Diversion					✓		✓
	Youth Engagement & Development					✓		
	Youth Housing Options & Pathways		✓					
Youth Mental Health & Wellbeing	Aboriginal & Torres Strait Islander Youth Mental Health	✓	✓		✓			
	headspace Darwin	✓	✓					
	headspace Early Psychosis	✓	✓					
	headspace Enhanced Care	✓	✓					
	headspace Intensive Placement & Support (vocational)	✓	✓					
	headspace Katherine				✓			✓
Therapeutic Residential Care	Family Group Home				✓			
	General Residential Care	✓		✓	✓			
Families	Child & Family Contact Service	✓						
	Intensive Family & Parenting Support	✓				✓		
	Refugee & Migrant Support	✓	✓					
Suicide Intervention Training	safeTALK	✓	✓		✓	✓	✓	✓
	Applied Suicide Intervention Skills Training (ASIST)	✓	✓		✓	✓	✓	✓
Social Enterprise	Restore Opportunity Shops	✓						



	Services	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Counselling, Mediation & Education	General Counselling	✓	✓			✓		
	General Mediation	✓	✓			✓		
	'For the Kids' Parenting Orders Program	✓	✓			✓		
	Family Dispute Resolution	✓	✓			✓		
	Family & Relationship Counselling	✓	✓			✓		
	Parenting Programs	✓	✓			✓		
	Prison Chaplaincy	✓	✓	✓				
Financial inclusion	Money Support Hub					✓	✓	
	No/low interest loans	✓		✓				
	Problem Gambling Financial Counselling	✓		✓	✓			
Housing & Homelessness	Community Housing			✓				
	Family Accommodation & Support				✓			
	Housing Accommodation Support Initiative (HASI)	✓						
	Housing Options Pathways Program	✓		✓		✓		
	Outcare – Men's Post Release Accommodation			✓				
	Transitional Housing Program	✓		✓				
People with Disabilities	Community Access Service	✓				✓		
	Carer Respite	✓				✓	✓	
	In-home Support				✓	✓		
	Individual Support	✓	✓		✓	✓		
	Mental Health Respite					✓	✓	
	NDIS Support Coordination	✓		✓	✓	✓		
	NDIS Service Delivery	✓		✓	✓	✓		
	Respite for Young People with Profound Disability					✓	✓	
Older People	Assistance with Care & Housing	✓						
	Community Visitors Scheme	✓	✓	✓	✓			✓
	Home Care Packages			✓		✓		
	Home Maintenance			✓				
	Home Support	✓	✓	✓	✓			
	Meals on Wheels			✓	✓			
	Transport	✓	✓	✓		✓		
	Social Activities	✓	✓	✓	✓	✓		

This table provides a point in time overview of our services. Please check our website [anglicare-nt.org.au](http://anglicare-nt.org.au) for the latest information, as services and locations may change.

# Early childhood and children's services

For children to grow up healthy, safe and nurtured with hope for a positive future, they need to grow on strong foundations. At Anglicare NT, we work with families to help build their strengths, so they can give their children the best possible start to life.

Through our remote playgroups in Ngukurr and Numbulwar, we provide culturally appropriate, fun, play-based developmental activities to families with young children. In Darwin, Katherine and Yurrwi, we empower parents and carers to be their child's first teacher through the internationally recognised Home Interaction Program for Parents and Youngsters (HIPPY).

Our collaborative approach to Communities for Children place-based initiatives, in Alice Springs and East Arnhem, places a strong focus on nurturing connections, building capacity, resource sharing and hearing children's voices.

## Highlights

- The East Arnhem Communities for Children **'We Grow Them Up'** forum provided fifty early childhood, children and family workers, community leaders and stakeholders with a meaningful two-way learning opportunity.
- Communities for Children Alice Springs collaborated with local organisations to host a **Cross-Sector Orientation Workshop** and strengthen inter-agency relationships and collaborative practice in the child and family sector.
- To promote child safety, Communities for Children Alice Springs partnered with NAPCAN to coordinate a breakfast forum during **Child Protection Week**.
- Staff from the **Home Interaction Program for Parents and Youngsters (HIPPY)** attended the HIPPY national gathering where they shared insights and learnings with service providers from across the country.
- HIPPY Darwin North recorded its **highest number of participants** since the program began in 2015 and welcomed new tutors who can communicate in the first language of several participants.



Twins, Jonathan and Sophie, celebrate their graduation day

## Graduation day

To celebrate the end of another successful year, children and families involved in the Darwin North Home Interaction Program for Parents and Youngsters (HIPPY) attended a special event at the Burning Circus venue in Darwin. Eleven children graduated from the age five cohort, dressed in graduation gowns and caps as they received their certificates. Families and children celebrated with circus activities, balloon tricks, glitter tattoos, cookie decorating, photo frame crafts and Christmas card making. The HIPPY team were proud to celebrate, as over the year they had participated in more than 300 home tutor visits, ten group meetings and a lot of craft, training, fun and learning.

The HIPPY team in Katherine also celebrated the end of the year and the completion of a full year's learning activities for their age four children and families. The group enjoyed morning tea, Christmas craft, games and stories.

## Celebrating our children

During National Children's Week, Communities for Children Alice Springs helped organise an interactive community event where over twenty local services provided free activities and food for children and families.

In Yurrwi, East Arnhem Children's Services and HIPPY staff coordinated events including a special art activity with students from the local school. The team also presented on the foundations and theoretical perspectives of children's participation at an event facilitated by NAPCAN in Darwin.





Over **800** home tutor visits were made by HIPPY teams in Darwin North, Katherine and Yurrwi

## Striving for a child friendly Alice

The hopes and aspirations of children and families living in the Centre were captured in a Community Profile, launched in Alice Springs in June 2019. A survey of 1075 parents and children, undertaken as part of the project, found that the top priorities for children in the region include being safe and free, having access to education, equal opportunities for employment and a society free from racism and crime. These results are outlined in the profile, along with interviews and key statistical data.

The Community Profile was produced through the collaborative efforts of Anglicare NT and several other organisations who together form the Child Friendly Alice Initiative. The vision of the group is for every child in Alice Springs to have the best possible start in life and to grow up healthy and strong. The profile has already proven to act as a catalyst for generating conversations and bringing together the community, government and local agencies to work on a local action plan.

## Children's services training week

As an opportunity for staff to connect, share learnings and develop skills, remote staff from East Arnhem Children's Services came to Darwin for an annual week of training in November 2018. The training included sessions from NAPCAN on child safe work practices and the NT Police on cyber safety. The Play and Learn Support team delivered a pilot of their facilitator training and HIPPY Darwin North shared ideas, best practices and learnings.

Staff attending work with the Family Skills Facilitator Service (Gove Peninsula), Nutrition and Wellbeing Program (Ramingining), Growing Up Strong Kids (Gapuwiyak), Remote Community Playgroups (Ngukurr and Numbulwar), Play and Learn Support and the Home Interaction Program for Parents and Youngsters (HIPPY) in Yurrwi.



Remote staff connect, share learnings and develop skills during an annual training week

# Supporting young people

Listening to and supporting young people as they prepare for adulthood is vital for a thriving society. Anglicare NT works with young people to help keep them engaged in their communities, confident and hopeful for their future.

Across the Territory, we provide intensive youth and family support, childbirth education, school holiday programs, care and post-care support, youth diversion and innovative group work. For young people who are homeless or at risk of homelessness, we assist with support, referrals, emergency financial relief and short to medium-term accommodation.

## Highlights

- Anglicare NT was successful in gaining components of the new Northern Territory Government **Back on Track** initiative. The new service, called #U-Turn, will provide restorative justice support and life skills development for young people in Darwin and Nhulunbuy.
- Anglicare NT's successful **Moving On** after care and brokerage service for young people aged 16-25 was expanded to pilot the provision of case management support connected to a private rental market initiative.
- The annual **Circus Skills Week** on the Gove Peninsula offered fun and supportive activities for young people, while engaging them and creating links with local youth services.
- Young people participated in a range of activities as part of a **Strong Living Camp** on the Gove Peninsula during the January school holidays.
- Strengthened relationships with staff at the Royal Darwin Hospital led to an increased number of young parents participating in the Pandanus program. **Pandanus** offers youth-friendly childbirth education and support around pregnancy and early parenting.
- A response was submitted to the Productivity Commission on '**Expenditure on Children in the Northern Territory**' that emphasised the importance of investing in prevention and early intervention.

## Youth Week

Anglicare NT supported several initiatives for young people during National Youth Week and the April school holidays. In Katherine, the youth team provided free food, activities and a movie screening in partnership with local organisations. In East Arnhem, a range of holiday activities were offered including movie screenings, a bush trip, cupcake decorating and a spectacular Colour Run.

Over in Darwin, 500 people attended the annual Couch Surfing event which raises awareness of the high rates of youth homelessness in the Northern Territory. In the grounds of Civic Park, 22 couches raced, young people eagerly joined in activities, families lined up to support teams and local organisations represented a wide range of support services at information stalls.



Young people take part in a colour run during Youth Week celebrations in Nhulunbuy

## Young women shine

The SHINE program empowers young women and celebrates individual strengths, qualities, skills and uniqueness. Young women in Years 8 and 9 participate as part of the ReConnect Youth Homelessness Early Intervention and Prevention Program.

In December, fifteen young women from Sanderson Middle School graduated from SHINE, which was offered weekly during Term 4 in 2018. The young women displayed a huge growth in confidence and engagement.





The Young Mums Strong Mums couch surfing team together on Youth Homelessness Matters Day

## Supporting young people leaving care

Moving On supports young people who are leaving the child protection system to move on to an independent, stronger life. Staff help young people to find accommodation, access health and legal services, explore education, training and employment opportunities and think about ideas and options for their future.

A recent evaluation of Moving On showed that more than 300 young people have benefited from the program since it commenced in 2011. Staff engage deeply and go 'well above and beyond' contracted service delivery expectations. Young people felt very well supported with practical assistance to learn new skills and navigate the world as adults.

**"I feel heard and respected"**

**"We are doing well and making progress"**

**"...it really matters when you have got no one"**

## Feet firmly on the ground

Exploring themes of personal strength and individual spirit, young people in the community of Gunyangara created an incredible music video that has reached over 100,000 views on YouTube.

Lukunhirranmirri (Feet Firmly on the Ground), stars local young people confirming that culture and bungul (ceremony) are the foundation of their lives. The song and accompanying video clip, filmed in locations around Gunyangara, was developed in a week-long school holiday workshop with video producer Wayne Glenn.

**"The song is about us kids putting our feet to the ground, knowing that Gunyangara belongs to us, to Yolngu"**

**6,824** nights of supported accommodation were provided for young people

## ACF partnership

Anglicare NT has a deep commitment to preparing young people effectively for their future – one which is hopeful, safe, empowered, culturally strong and within which young people flourish. Through a partnership with the Australian Childhood Foundation (ACF), two companion documents were developed outlining strategies to strengthen practice.

These documents include a framework for practice and a practice guide, titled 'Preparing young people for their future'. The framework focuses on culturally strong, strengths based, person centred and trauma informed approaches to working with young people. A new training package has been developed to embed the approach into service delivery.



Young people from Gunyangara in their hit music video Lukunhirranmirri



Hawthorn Football Club players join headspace staff in Katherine to raise awareness of mental health

## Youth mental health and wellbeing

With more than 75% of mental health issues developing before a person turns 25, getting support early has never been so important. As lead agency for headspace Darwin, Anglicare NT provides young people aged 12 to 25 with access to free and confidential mental health and wellbeing support.

This year at headspace Darwin, we've been excited to introduce an Enhanced Care program to assist young people with complex mental health issues. We've also made significant steps towards opening the doors of our new headspace Katherine centre that will begin offering services in September 2019.

### Highlights

- Development of the new **headspace Katherine** centre continued, with the formation of a youth reference group, recruitment of staff and refurbishment of the site.
- Two new spaces have been established at headspace Darwin including an **outdoor therapeutic area**, transforming an unused space into an accessible garden with areas for individual reflection, group meetings and events; and a **Sexual Health Clinic** that is being operated in partnership with the Darwin Sexual Assault Referral Centre (SARC).
- During **Mental Health Week**, headspace Darwin opened its doors for people to visit the centre, learn about the services on offer, meet staff and see the amazing spaces designed by local young people.
- headspace Darwin gained **full accreditation** under the National Standards for Mental Health Services.
- The early psychosis program was **externally evaluated** by Ernst & Young and the vocational support program underwent an **external fidelity** with KPMG.
- Anglicare NT provided a response to '**The Social and Economic Benefits of Improving Mental Health Productivity Commission**'. The response addressed seven broad areas including social and emotional wellbeing in Aboriginal and Torres Strait Islander people, young people and the fragmented mental health system.





**84% of young people that received primary support were extremely satisfied**

## We are Belyuen

headspace Darwin staff engaged with students at Belyuen School on a mental health literacy project over several months in early 2019. Aboriginal Traineeship Coordinator, Jacinta, and Aboriginal Mental Health trainees, Tiana and Junior, travelled to Belyuen regularly to deliver the art-based project. While in the community, they also provided mental health information to local young people.

The art project, called 'Who are we? We are Belyuen', aimed to represent life in Belyuen for the students of Belyuen School. A series of conversations helped to identify what was important to the students before they commenced creating their art designs. Many of the young people painted their totem, representing their connection to land, culture and dreaming. The artwork hangs in the headspace Darwin cultural room, now appropriately named the Belyuen Room.



Young people from Belyuen with their artwork that depicts connection to land, culture and dreaming

## Awarded for excellence

headspace Darwin won the award for Excellence in Client Services at the 2018 Anglicare Australia National Conference. The award recognises the Early Psychosis program and its commitment to keeping young people and their families central to all decision making and care activities.

Separately, the exceptional work of Dr Tamoor Mirza, Clinical Director at headspace Darwin, was acknowledged through his receipt of the Highly Recognised Mental Health Worker Award at the 2018 NT Mental Health Week Awards. Frank Hooper, who has assisted with planning for headspace Katherine and been integral to other mental health initiatives in Katherine, was the winner of the Young Person Award.

## Wellbeing Champions in football clubs

headspace Darwin partnered with AFL NT to implement an innovative 'Wellbeing Champions' program into eight football clubs over the 2018/19 football season. Each club nominated two Wellbeing Champions, who supported players and club members by being a key point of contact, available for a chat or to provide guidance on services and resources. Areas of support included performance, nutrition, sleep, gambling, employment, finance, relationships and overall mental health.

headspace Darwin provided the Wellbeing Champions with formal training throughout the season, giving them the confidence and knowledge required to fulfil the role. Training included understanding referral pathways for local allied health professionals, learning ways to encourage help-seeking behaviours, Mental Health First Aid and suicide awareness. Champions were supported through regular catch-ups with headspace Darwin staff and the group of Wellbeing Champions across clubs.

## Increasing support for complex mental health issues

A new 'Enhanced Care' service at headspace Darwin has been established to provide young people and their families with flexible and care-coordinated support.

The service aims to reach the many young people who are ineligible for primary care due to the chronicity or complexity of their presentations. They require more than short-term interventions, but their symptoms are not severe enough for treatment by tertiary mental health services. This group of young people are often referred to as 'the missing middle'.



Young people participate in a group art activity



# Strengthening individuals and families

To live a 'full life', people need to feel confident and happy in themselves, able to meet the various demands of their lives. But for many people this doesn't come easily. At Anglicare NT, we work towards strengthening individuals and families, and equipping them with the skills, knowledge and confidence to overcome life's challenges.

To help meet the emotional, developmental and physical needs of their children, Anglicare NT offers counselling and education courses for parents, as well as intensive support to families facing complex issues. Individuals can receive chaplaincy support or work with our experienced counsellors to explore solutions to personal and relationship problems and other challenges.

In Darwin, refugees and migrants can receive wraparound settlement support which includes assistance finding accommodation, accessing health services, legal support, education and employment.



Kayesha and her daughter Azalea celebrate Children's Week in East Arnhem

## Highlights

- Anglicare NT introduced **Intensive Family and Parenting Support and the Child and Family Contact Service** in Darwin and Palmerston. The two family services were transferred from Somerville Community Services along with a dedicated team.
- **Prison Chaplaincy** services are provided in Darwin and Alice Springs on behalf of the Northern Territory Council of Churches. Chaplains Tim Johnson and Geoff Crabtree coordinate other visiting chaplains and offer their friendly ears to listen to the stories, hopes and dreams of people in correctional facilities, their families and correctional staff.
- Resolve expanded the **flexible provision of counselling services**, with appointments offered at eight different schools across the Darwin region and from the Anglicare NT office in Palmerston.
- The Refugee and Migrant Settlement Service (RAMSS) supported Melaleuca Refugee Centre with **information sessions for migrants** on healthy relationships and tenancy advice. They were also a key partner for the annual World Music Festival.
- Three families, who arrived as refugees, were overjoyed to be **reunited with their relatives** after working with the RAMSS team for several years on visa, legal and residency issues.
- In conjunction with the Anti-Trafficking Working Group, RAMSS established a **3-month pilot** to gather information, raise awareness and help those affected by human trafficking, slavery, debt bondage, labour exploitation and forced marriage in the Northern Territory.

100% of people  
felt listened to  
and happy with  
the parenting  
programs

## Developing skills of parents and families

Resolve offers a wide range of support to individuals and families including counselling, mediation and education programs. Separating couples can work through issues such as property settlements and living arrangements for their children with accredited Family Dispute Resolution practitioners. They can also take part in For the Kids, an information and support program helping parents improve communication, reduce court action and achieve cooperative co-parenting arrangements.

General parenting programs, including 123 Magic and Tuning into Kids and Teens, help parents make the complex and sometimes challenging job of parenting more rewarding and less stressful. This year, 100% of people who participated in the programs felt they were listened to by staff and happy with the service they received. With positive feedback like this and increased exposure at open days and on social media, the programs continue to grow with high rates of participation.

## Welcoming new services for families

Families play a fundamental role in teaching, supporting and nurturing children. They are the building blocks of communities and it's important we invest in them. Anglicare NT welcomed two new services and staff who transitioned from Somerville Community Services. The new services, delivered in the Darwin and Palmerston regions, will provide parenting education and support, and complement a range of programs already offered for children, families and communities.

The Child and Family Contact Centre provides opportunities for children in care in Darwin and Palmerston to have safe and supervised contact visits with their family. Intensive Family and Parenting Support works to strengthen and build the capacity of families where there are concerns of abuse or neglect. In 2018-19, as a result of the service, 79% of participating families in the Darwin region were able to keep their children safely at home with them.

## Celebrating positive parenting

Intensive Family and Parenting Support in East Arnhem focuses on strengthening family support systems, building parenting capabilities and keeping children safe through tailored intensive family support, skill development and practical assistance.

During Child Protection Week in September 2018, the service was proud to partner with Territory Families to present their inaugural Dhapparrik awards that celebrate positive parenting. Awards were presented



Staff from Intensive Family and Parenting Support and the Child and Family Contact Service

to families from surrounding communities by members of the Mikan Community Reference Group, which was established by community leaders to provide advice to Territory Families on the care and protection of Yolngu children. The event was a fantastic celebration of families and community with food, fun activities and t-shirt painting.

## Families reunited after 20 years

After surviving a violent attack of her home village in the Democratic Republic of Congo in 2000, Deborah and her remaining children fled to Tanzania and then spent ten years in a Malawi refugee camp. In 2013, Deborah and her children came to Australia on humanitarian visas. Separated from the rest of her family for many years, Deborah was overjoyed to receive a message sometime later that her brother and extended family had been located.

With new hope, Deborah approached the Refugee and Migrant Settlement Service (RAMSS) in 2015 to help her reunite with her family. Over the course of the year, RAMSS staff met frequently with Deborah and prepared four separate Special Humanitarian Program applications relating to 14 family members. Three years later, she received news that the applications had been successful and all members of her family had been granted visas. Along with support from her local church, RAMSS staff then helped Deborah secure the \$19,000 needed to pay for their flights.

Staff member Alisdair attended Darwin airport at 1am to witness the emotional arrival of Deborah's family. After being separated for over 20 years, they were finally together again.

**"I couldn't believe that one day I could see again my elder sister. I don't know where to start. Really I am feeling more than happiness."**





*Cinthia, Pacita and Francisca celebrate at an end of the year luncheon*

## Services for older people

One of the principles that guide the way we work at Anglicare NT is 'connectedness'. Keeping older people connected to the community is a vital part of upholding their dignity, showing kindness and respecting their strengths, so they can continue living meaningful lives.

We offer a range of integrated services that support older Territorians. Home maintenance, personal care and meals on wheels help people to live independently for as long as possible, while other services, such as transport and group outings, support people to remain connected to friends and the community.

### Highlights

- **Home care** is delivered in Nhulunbuy and was recently introduced in Alice Springs following a strong demand for the service. The home care packages help people maintain independence and quality of life.
- Managers involved in the delivery of services across the Territory for older people and people with disabilities met for a **two-day forum** to discuss best practice and a multitude of reforms taking place in both sectors.
- To celebrate the end of 2018, a large group of older people met over a **buffet lunch** in Darwin. Presents were shared and Rory's 98th birthday was recognised with a surprise cake and singing.
- The weekly '**Heart Starters**' program in Darwin continued this year, providing a bus pick-up service, an exercise class tailored to individual needs and a healthy shared lunch.
- In Alice Springs, a **social group** met regularly to take part in activities chosen by participants. In addition to these meetings, four women who have been friends for several years, have been painting beautiful artworks together.

**7921** meals were delivered to older people in their own homes



## Volunteering with friendship

The Community Visitors Scheme connects volunteers with older people at risk of loneliness or social isolation. Volunteer visitors bring conversation, news, fun activities, friendship, and in some cases, a special connection through a shared language, life experience or cultural understanding. This year 2089 hours of volunteering were provided.

Many great friendships have been kindled over the years, including that of Wayne and Nicholas. As a volunteer with the Community Visitors Scheme, Wayne regularly visited Nicholas at an aged care home in Darwin. When Wayne learned that Nicholas was a football fan who supported both the Tiwi and Waratah footy teams, he saw a perfect opportunity to take him to a game where the two teams were playing each other.

**"The outing became something of a reunion for Nicholas. Many people knew him and came and said hello to him and he also met relatives he hadn't seen for a long time."**

Wayne, CVS volunteer



Nicholas and volunteer Wayne at a football game between the Tiwi Bombers and Waratahs

## Meals on Wheels

Volunteers in Alice Springs this year delivered 7921 meals to older people. The service is facilitated in partnership with the Alice Springs Hospital kitchen and provides vital contact for isolated people.

**"We reduce the risk of people going into residential care too early. A lot of people don't have family in town, so it's more than just a meal. It's about the contact and the relationships."**

Kate Lewis, Program Manager



Carers from East Arnhem visit the Museum and Art Gallery during a week of respite in Darwin

## Respite visit to Darwin

Anglicare NT provides a flexible and innovative approach to the individual needs of carers in East Arnhem including Groote Eylandt. The service aims to support and maintain the quality of life of carers and the people they care for.

This year, a group of seven carers were accompanied to Darwin for a week of respite activities. The women enjoyed watching Top End Wedding, visiting the museum and art gallery, picnicking in the Botanical Gardens, going to op shops and catching up with family. A group dinner was held on the final night and everyone returned home feeling refreshed with special gifts to take home to their families.

## Connecting across generations

A collaborative partnership between Anglicare NT and an Early Years Learning Centre in Alice Springs led to a unique visit where a group of older people spent time with a group of children 3-5 years of age.

The children sang songs and proudly displayed their skills and talents on an obstacle course. They read stories together and shared afternoon tea, while the children asked questions like, 'Why is your hair like that?' The afternoon, full of joy and laughter, created positive connections between old and young.

# Supporting people with disabilities

Anglicare NT has long provided services that enable people living with a disability to thrive in their community, lead independent lives and reach personal goals. As an authorised provider of support services under the National Disability Insurance Scheme (NDIS), we have adapted and enhanced service provision to meet requirements of the new model and funding arrangements.

Eligible NDIS participants can work with our Support Coordinators across the Territory to develop personal plans and connect with appropriate supports. We also continue to offer a range of other services such as home and social supports, carer respite and community access services.

## Highlights

- Most services are now being accessed by participants through their **individual NDIS plans**, rather than by previous block funding arrangements.
- In the 2018-19, 207 people were supported across the Territory with the implementation of their **NDIS plans**.
- **Internal systems and procedures** continue to be developed to operate effectively within the NDIS environment.
- NDIS participants and their carers **enjoyed an outing** to TIO Traeger Park in Alice Springs for the Melbourne Demons versus West Coast Eagles game. The tickets were kindly donated to the group by AFL NT.
- A participant in Alice Springs received a wish grant from the MJD Foundation which allowed a support worker to **extend their care**, supporting the participant and their family in Darwin for a holiday.

## University partnership benefits remote community

As part of a pilot student placement collaboration with James Cook and Flinders Universities, two occupational therapy students and two speech therapy students visited East Arnhem for an 8-week placement with Anglicare NT and East Arnhem Regional Council.

Working under supervision, the students conducted assessments and developed activities for many of the NDIS participants and older people Anglicare

NT work with, as well as developing individual profiles for participants. They provided training and created some useful resources to strengthen the ability of staff to identify changes in a person's functioning and help improve overall service delivery.

As well as interacting with the students, the participants enjoyed taking part in the wellness focused activities such as swimming and collecting bush tucker at local beaches and rivers.

## Journey home possible thanks to accessible supports

The Northern Territory can be a difficult place for people living with a disability. Many people who have significant support needs like Jackie have had to move away from their homes to major regional centres to access necessary supports. While options are still limited, the NDIS is beginning to make life easier for some.

After years of living away, Jackie now 26 years old, recently returned to her hometown of Katherine. She commenced regular meetings with a Support Coordinator at Anglicare NT, whose role is to help people achieve goals outlined in their NDIS plan and connect them with local services. Jackie now meets with a number of allied health specialists including a speech therapist, occupational therapist and physiotherapist, who work with her to increase function and capacity.



Raliny loves having the opportunity to hunt for bush tucker





*Sally-Anne and her child spending time outdoors*

Knowing that families are central to wellbeing, Anglicare NT also assists Jackie to regularly visit her family at their home and join in family activities. She has developed a strong bond with her father and is building positive relationships with the community through engagement in local events and activities. With rekindled relationships and access to the right supports, Jackie is happy to be home.

## Living life to the full

Darwin Community Access Services (DCAS) offers personalised one-on-one support and assistance, that encourages participants to develop independence and actively engage in the community. Individual choices are respectfully considered as staff work with participants to achieve their NDIS plan goals and develop self-sufficiency.

One DCAS participant, Yasmin, has been supported with daily activities since 2017. Despite sometimes finding it hard to get involved in social activities, Yasmin is committed to overcoming anxieties that impact her participation in life. When staff learnt that Yasmin was interested in studying, they supported her to enrol and have been assisting her with transport to attend weekly classes. Having been wheelchair-bound for most of her life, staff also support Yasmin to attend regular physiotherapy appointments, which help her develop stronger leg muscles and the ability to walk a few steps. Yasmin recently went on a boat cruise and returned to Darwin, after almost a month away, in great spirits and ready for another adventure. Her next goal is to learn to drive a modified car and get a driver's licence.

**207** people  
were  
supported  
with their  
NDIS plans



*Shing and Terry enjoy the morning out with support staff*



# Housing and homelessness



Family members celebrate improvements to their home with staff

Most of us take having a home for granted and don't often reflect on the important place it has in our lives. With a homelessness rate twelve times the national average, too many people in the Northern Territory are missing out on a place to call home.

To support people experiencing homelessness, Anglicare NT provides integrated housing services across the Territory. Services support people in various stages of their journey from homelessness, to transitional accommodation, to long-term housing. Child and family-friendly case management helps to strengthen families and build people's capacity to maintain tenancies, engage in education and employment, and fulfil personal goals.

## Highlights

- **Building works** were undertaken at housing complexes in Alice Springs, increasing the comfort and suitability of residences for people and families.
- Youth, family and housing teams in East Arnhem worked together to support a large extended family **improve the safety** of their home environment.

- Individuals and families living in transitional housing in Darwin, Katherine and Alice Springs were supported to develop **tenancy and life skills**. In Darwin, early learning program staff also provided engaging activities for young children living at the Garaworra supported housing complex.
- 55,637 nights of **accommodation** were provided to individuals and families across the Territory.
- A review of our **property management data system** is underway that aims to streamline financial management processes, provide consistency and align with a new accounting system.
- Anglicare NT called for greater protections for vulnerable people in a submission to the **Residential Tenancies Act** review.

## Building a new life

Based in Alice Springs, Jason works in the OutCARE program, supporting people leaving prison to rebuild their lives, reconnect with family and work towards a positive future. OutCARE can provide accommodation and support services for up to six residents at any one time.

In his role, Jason supports men on their journey back to independence. In addition to helping people meet immediate needs, like supporting them at meetings with Corrections and employers, Jason works with people to reach their longer-term goals. One of the people he was able to help had spent more of his life in detention than out of it. On his release from prison, the man embraced support and is now working full time and renting privately. He's also excited to rebuild his family life, with his partner soon expecting a child.

## Rental affordability in the Territory

The 2019 Rental Affordability Snapshot, led by Anglicare Australia, demonstrates that there continues to be a housing affordability crisis across Australia and in the Northern Territory. The annual survey identified no properties that were affordable and appropriate for Territorians who receive Newstart Allowance, Single Parenting Payment, Disability Support Pension or Youth Allowance.

The research provides a platform for Anglicare NT and the broader Anglicare Australia network to continue advocating for more social housing and an increase to government income support payments like Newstart that have not changed significantly in decades.

## Housing for people with mental health issues

The Housing Accommodation Support Initiative (HASI) launched in 2018 and provides case management support for people with mental health issues living in public housing. Offered in the Darwin region, HASI supports include learning life skills, connecting people to community and family, discussing health and wellbeing, advocating to other agencies and imparting skills to be a good neighbour and tenant.

An integral part of HASI is the partnership that Anglicare NT has formed with the Council of Aboriginal Alcohol Program Services (CAAPS). This partnership involves a CAAPS Aboriginal Liaison Worker collaborating with the HASI team and a CAAPS Executive Manager participating in the HASI Steering Committee.

The CAAPS Aboriginal Liaison Worker, Sharlene, assists participants with the cultural aspect of their recovery, as well as with alcohol and other drug issues as needed. She works with HASI staff, imparting her knowledge on local kinship systems and language, and ensuring the psychosocial support participants receive is culturally responsive and safe. With 66% of referrals to HASI being for people who identify as Aboriginal or Torres Strait Islander, Sharlene's role helps to reduce cultural barriers and has led to stronger, more trusting relationships between participants and the wider HASI team.



*Jenny is happy to have a new place to call home*

## Housing support for older women

During Homelessness Week, Anglicare NT ran a social media campaign advocating for more social housing and for everyone to have access to a safe place they can call home. To highlight the increasing number of single, older women experiencing homelessness, Jenny shared her story. On Christmas Eve, Jenny received notice to vacate the home she had been renting for 17 years. The news was made even harder as just six weeks before she had suffered a debilitating stroke that left her with limited mobility. At 70 years old, Jenny was shocked to find herself without anywhere to live. She'd had a stable career, excellent references and had rented for many years. Jenny persevered and was assisted by Anglicare NT with rental applications and transport. After months of searching, Jenny finally found a home, but it wasn't without its challenges.

## Measuring our impact

People accessing Anglicare NT housing and homelessness services in Alice Springs and Katherine participated in a pilot survey designed to measure their satisfaction with accommodation and support services, as well as the impact these services have on their lives.

The results of both surveys were very positive, showing that supports are making a difference. Over 95% of people believe their lives have become significantly better since receiving accommodation, nearly 95% said they feel healthier and nearly 75% felt that their relationships have improved.

**95%** of people believe their health and wellbeing has significantly improved

# Therapeutic residential care

Residential care is the provision of homes for children and young people who cannot live with their own family or foster/kinship carers. Anglicare NT manages six of these homes across the Northern Territory, providing an environment that is warm, safe and culturally affirming.

Our therapeutic approach helps children and young people recover from trauma and adversity. It also focuses on building positive relationships and keeping children and young people connected to their family and community wherever possible.

To strengthen our practice, staff are trained in several courses such as Therapeutic Crisis Intervention and Trauma Informed Practice. An innovative partnership with the Australian Childhood Foundation (ACF) also enables staff to access on the job learning and practice development from a qualified practitioner. In the Territory Families Quality Assurance Review this year, all Anglicare NT residential care services received a positive report.

## Strengthening education outcomes for young people in care

In the Northern Territory, over 1000 children have been removed from their parents to be raised in care through relatives, foster families or in residential homes. While the intent of placing them in care is to protect, we know that many of these children and young people continue to experience disadvantage and are at increased risk of poor social, educational, financial and health outcomes.

In response, Anglicare NT approached Territory Families and the Department of Education and successfully sought funding to pilot a new program called Making Education Outcomes Reachable (Mentor NT). Mentor takes an innovative approach to supporting children and young people in care with a focus on closing 'the education achievement gap' (particularly for Aboriginal young people in care), creating a culture of strong educational belief and expectation, strengthening school engagement and enhancing the home learning environment.



*Children flourish in safe, stable and person-centred environments*

## Culturally safe and connected

To better support young people's belonging, identity and connections, Anglicare NT has worked to strengthen partnerships with Aboriginal community controlled organisations. In residential care services, cultural safety is embedded with the Aboriginal and Torres Strait Islander Placement Principle, which outlines the importance of enhancing and preserving Aboriginal children's connection to family and community, and their sense of identity and culture.

One example is a partnership with Darlene Devery, a local Aboriginal artist who provides culturally therapeutic art activities for young people. By attending the art workshops, young people in residential care have begun to learn more about their local culture and traditions, while having fun with their peers developing new skills in painting, drawing and crafts.



# Financial inclusion

Anglicare NT works with individuals and families to help them navigate through financial crises and build financial capability and resilience. We provide support to vulnerable people and those most at risk from financial and social exclusion.

In East Arnhem, the Money Support Hub assists people to make informed choices in how they manage their money. Financial counsellors focus on ways to save money, understand bills, deal with money worries and make money last until pay day. For people experiencing financial difficulty as a result of problem gambling, specialised counselling is available in Darwin, Katherine and Alice Springs. Low interest loans are also available through StepUP Loans in Darwin and No Interest Loans in Alice Springs.

## National research on gambling and debt

Anglicare NT financial counsellors were pleased to support the University of Sydney this year in promoting a study of gambling and debt. The research investigates the role that debt stress may play in the relationship between problem gambling and a person's mental health and wellbeing. Results will assist providers to develop new policies and interventions, as well as inform prevention and treatment approaches.



East Arnhem Money Support Hub staff participate in financial literacy training with ICAN

## Yarnin' about money

The Indigenous Consumer Assistance Network (ICAN) provides strengths based, Indigenous financial literacy training. Their program, 'Yarnin' Money' was delivered to staff from the East Arnhem Money Support Hub earlier this year.

Yarnin' Money encourages Financial Capability Workers to not only look at a person's financial need, but to also identify the underlying issues that impact on a person's ability to make informed decisions and the importance of increasing the level of financial literacy across communities. The narrative approach of Yarnin' Money led to many wide-ranging conversations about the different challenges in remote areas and a solutions focused approach to changing individual and community money stories.



Financial Inclusion workers help people to make informed choices about how they manage their money

## Sorting out super in remote Australia

As part of the 'Big Super Day Out' in August 2019, Anglicare NT joined superannuation providers, the ATO and event organiser First Nations Foundation to visit people in Gapuwiyak, Galiwin'ku, Milingimbi and Ramingining, helping them find lost superannuation. The Indigenous led roadshow visited several other regions in Northern Australia, reconnecting Aboriginal people with more than \$9.5 million in superannuation.

In other super matters, Anglicare NT contributed to an Indigenous Super Roundtable, hosted by the Australian Institute of Superannuation Trustees. The focus of the roundtable was to look at barriers faced by Aboriginal and Torres Strait Islander people when engaging with the superannuation industry and how these barriers can be addressed. The final report included several references to the work of Anglicare NT and our financial counsellors.

# Suicide intervention training

Suicide has a devastating impact on families, friends and whole communities. Anyone, regardless of background or experience, can learn skills to help keep someone safe.

The Top End Suicide Intervention and Awareness Training (TESIAT) program trains people to recognise the signs of suicide and to apply practical intervention skills. Anglicare NT offers both the two-day LivingWorks Applied Suicide Intervention Skills Training (ASIST) and the half-day suicide alertness session safeTALK. Both ASIST and safeTALK are designed to empower a community-based approach to suicide prevention. They enable everyone to play a role, creating powerful safety networks to support those in need.

Our experienced staff provide ASIST and safeTALK across the Top End of the Northern Territory. In the 2018-19 financial year, 310 community members received ASIST training and 399 were trained in safeTALK. Training was held in Darwin, Katherine, Nhulunbuy, Jabiru, Gunbalanya, Maningrida, Numbulwar, Borroloola and Milyakburra on Bickerton Island. Youth services staff who work

on remote Laynhapuy Homelands in East Arnhem also came together to complete a safeTALK workshop in Yirrkala.

## Developing culturally tailored interventions

The Northern Territory has the highest rate of suicide in the country, with about one person taking their life every week. Aboriginal and Torres Strait Islander children are at particular risk, making up almost half of all national youth suicides.

As a new response to preventing suicide and providing culturally safe practice, Anglicare NT this year worked with LivingWorks to help develop a pilot training program called the Indigenous Networking Suicide Intervention Skills Training (INSIST). The new multifaceted, culturally tailored intervention program aims to prevent suicide among Aboriginal and Torres Strait Islander people with a focus on young people. Currently being trialled in south-east Queensland, the program is expected to roll out in the Northern Territory and nationally in the coming years.

# Opportunity shops

Anglicare NT manages two opportunity shops in Darwin and this year sorted 42,800 kilos of goods. Located in Ludmilla and Millner, the stores sell second-hand clothing, shoes, furniture, linen and books at low cost to members of the community.

The stores help build a sustainable community and environment through the resale and restoration of used items. Staff and a dedicated team of volunteers support the activities of the stores by picking up and delivering goods, sorting goods into saleable or unusable items, turning old clothing into rags, displaying items and serving customers.

All profits support the work of Anglicare NT and this year went towards the Pandanus Childbirth Education and Perinatal Support Program.



Julie and Glenda display goods at the Ludmilla opportunity shop



Josie helps build a sustainable community and environment through the sale of used items



# Our people

Anglicare NT staff make a lasting difference in the lives of Territorians. Being there for the journey, they listen to and support the personal goals of the people they work with, building on strengths and upholding their dignity.

At the end of the financial year, Anglicare NT staff numbers reached a total of 438, a small increase of 10 staff members from the previous year.

## Equal Employment Opportunity Statistics

	June 2019	% of total staff
Female	324	74%
Male	114	26%
Aboriginal & Torres Strait Islander	70	16%

## Recognition of service

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

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	Naomi Havens
Deborah Grame	Paul Rodin
Desiree Hathaway	Philip May
Ellen Sercombe	Robyn Smith
Gavin Coehn	Rosa Malpartida
Hazel Trudgen	Ruth Amerasekera
Josephine Hughes	Sandi Ford
Julie Hoare	Sandy Graham
Julie Rothall	Stephanie Bradley

## Staff by Location and Employment Type

Location	Full time	Part time	Casual	Total
Alice Springs	39	26	18	83
Darwin	133	69	62	264
Katherine	21	11	14	46
Nhulunbuy	17	6	1	24
Remote	0	0	21	21
<b>Total</b>	<b>210</b>	<b>112</b>	<b>116</b>	<b>438</b>



Staff engage with the Katherine community at the Barunga Festival



Rose and Gracibelle receive awards for 5 years of service

## Supporting our staff

One of our core principles at Anglicare NT is that staff are our greatest asset – we provide a family-friendly, flexible work environment and support career development. Training workshops are regularly offered in areas of bullying and harassment, strengths-based practice, LGBTIQ inclusive practice, first aid, suicide intervention and cultural awareness. Additionally, a number of staff have been supported to undertake a Diploma of Mental Health, Diploma of Community Services or Certificate IV in Child, Youth and Family Intervention.

An exciting development this year was the introduction of a paid parental leave scheme for staff in addition to eligible government payments. The new payments provided a great support this year to 12 growing families.

## Staff Chaplains

Anglicare NT was originally formed by the Anglican Diocese of the Northern Territory to help address the many social needs of our communities. From the beginning, we have offered our services to all people regardless of race, gender, religious beliefs, language or ethnicity. Similarly, the people we employ come from all walks of life.

In seeking to live and strengthen our values at Anglicare NT, we will often refer to the Christian tradition and draw on resources of the Anglican Church. To support the wellbeing of staff, we employ part-time Staff Chaplains in Darwin, Alice Springs and Katherine. Our chaplains Julie, Brian and Kristan regularly visit Anglicare NT offices and dedicate their time to pastoral care. They are available for informal discussions or formal counselling and can speak with staff about spiritual and religious issues including practical matters like preparing for a funeral. Staff chaplains can also assist in leading events and reflections on special days and strengthening connections with local churches.



Chaplains Brian Jeffries, Julie Toomey and Kristan Slack

## Developing our Aboriginal workforce

Anglicare NT is deeply committed to creating employment opportunities for Aboriginal and Torres Strait Islander staff. Following the completion of a joint project with PriceWaterhouseCoopers Indigenous Consulting (PIC), we began developing an Aboriginal and Torres Strait Islander Workforce Strategy and Implementation Plan.

Formal mentoring/coaching, review of position descriptions and qualification requirements, and development of a Cultural Safety Framework were some of the immediate actions to come out of the plan. Anglicare NT is also working on strengthening our Cultural Awareness training program which includes both an overview of Aboriginal and Torres Strait Islander culture, as well as targeted face to face training with Traditional Owners in each region.



Jason and Darren help Territorians rebuild their lives and reach goals

## Creating lasting change

Darren Porter works with the Intensive Youth Support Service in Alice Springs. The service supports vulnerable, high-risk young people and their families, with the aim of improving opportunities and outcomes for young people and ensuring they have limited or no further involvement with the Child Protection system.

Darren loves to see young people happy and achieving everyday goals that contribute to their sense of wellbeing and engagement in the community. He values the supportive environment at Anglicare NT and how we demonstrate respect for culture and family life.

**“Anglicare NT are fair, caring, have a great work culture and understanding of Aboriginal culture. They also encourage and support a healthy work/life balance that is respectful of family obligations and need.”**



# Our volunteers

Volunteering helps make a vibrant, connected and thriving society. At Anglicare NT, we are incredibly fortunate to have over 250 volunteers who support others in a range of ways such as delivering Meals on Wheels, helping at our opportunity shops and visiting older people through the Community Visitors Scheme.

This National Volunteer Week, we celebrated the generous contribution of volunteers across Australia. To thank the many volunteers that help sort, display and sell second-hand goods at our two Darwin opportunity shops, a social barbeque was held at the Ludmilla Community Services Hub. Volunteers were awarded certificates to acknowledge the many hours they freely give to help others in the community.

To thank our volunteers with the Community Visitors Scheme, Anglicare NT hosted a special group painting class in Darwin. The group really enjoyed the creative, fun, team-building activity where they were each able to create their own masterpiece.

Special thanks also went to Robert Lovren this year, who retired after an incredible 22 years of volunteering. Robert has provided friendship to older people through the Community Visitors Scheme since 1997. We thank him for generously giving his time to help brighten the days of others.



*Ava and Ethan regularly visit Bessie in Katherine*

Ashlee is one of our dedicated Community Visitors Scheme volunteers in Katherine. She regularly visits Bessie with her two young children Ava and Ethan.

**"Ava and Ethan love their visit with Bessie each week. We play games together, read, do crafts and share stories. Our trip to the museum was so much fun, and we learnt so much from Bessie who had a tonne of stories to share of her own experiences related to the displays. What an awesome day!"**

*Ashlee, Community Visitors Scheme volunteer*



*Opportunity shop volunteers celebrate during Volunteer Week*

# Board and committees

Board Committees are important forums for the Board, Independent Chairs and Executive Managers to come together on leadership, strategy and governance. Governance influences how strategic directions and objectives are set and achieved, how compliance and risks are monitored and assessed, and how optimal performance can be attained.

Anglicare NT has three Board Committees including the Audit and Risk Management Committee, the Care Governance Committee and the Governance Committee.

## 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 (Independent Chair), Ms Leeanne Zamagias (Registrar), Mrs MunLi Chee, the Chief Executive Officer and Executive Manager Corporate Services.

## Care Governance Committee

The Care Governance Committee provides oversight on care practices at Anglicare NT with a focus on accountability, quality and continuous improvement, compliance with regulatory requirements and responsiveness to community needs. During the period, the committee signed Anglicare NT to the National Redress Scheme, developed a new organisational framework on our model of care and implemented new mental health and out of home care incident reflection processes. Members include Dr Jo Wright (Independent Chair), Dr Howard Bath, the Chief Executive Officer, the Deputy Chief Executive Officer and the Executive Manager Mental Health.

## Governance Committee

The Governance Committee ensures the Board meets its responsibilities through adequate governance development, recruitment, strategies, training and evaluation of the Board and Chief Executive Officer performance. Members of the Governance Committee include Mr Richard Giles (Chair), Ms Leeanne Zamagias and The Right Reverend Dr Greg Anderson.



Iain Summers,  
Independent Chair

Jo Wright,  
Independent Chair

Richard Giles,  
Chair

## Organisational Governance Chart





# Financials

Anglicare NT Corporate Services focused in 2018/2019 on strengthening financial systems, managing reserves and improving facilities. This financial year, total income increased by 3.0% to \$39,578,825 (2018: \$38,424,602) and the annual deficit was \$590,994. The deficit is mainly the result of a Board decision to draw down on reserves in order to invest in strategic priorities.

The Board and Management made a one-off commitment to subsidise NDIS Disability Support Services and Therapeutic Residential Care services. We continue to advocate to government that all services be funded adequately in order to meet the needs of the people we work with and to ensure organisational sustainability in the longer term.

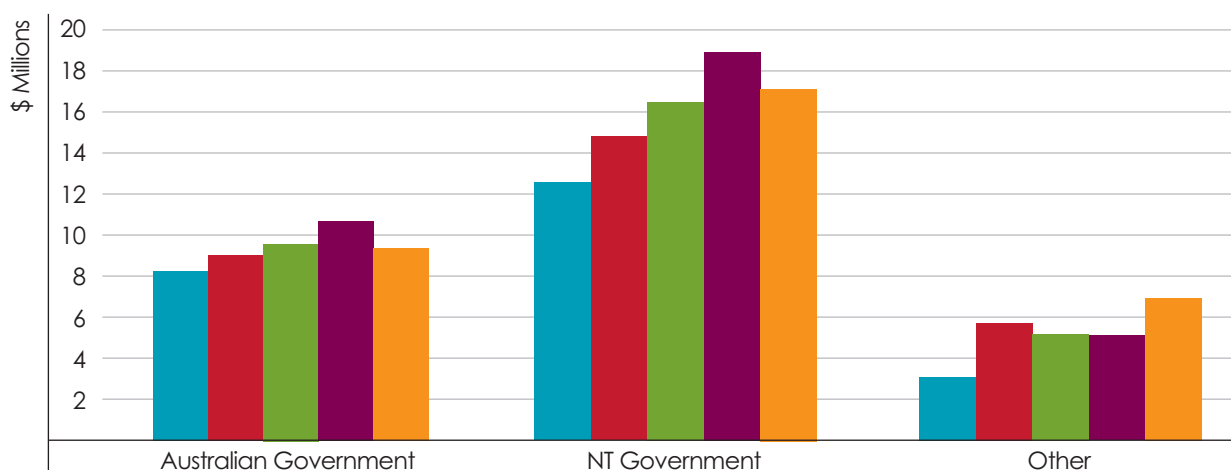
## Trends 2014 – 2019

Anglicare NT has grown significantly over the last six years. On average, turnover has increased by 13% per annum. Building our equity is helping to maintain the sustainability of the organisation and provides assurance of our stability to funders. It allows us to manage the cash flow requirements of 'fee-for-service' activities while also allowing investment, as required, in capital renewal and strategic priorities.

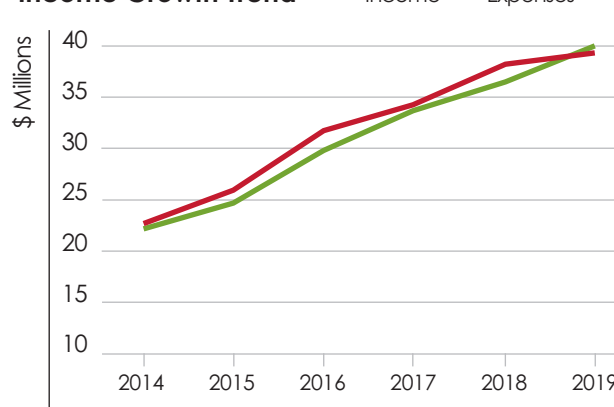
## Grant Funding Sources 2018-19

Anglicare NT is supported by a range of funding sources. This financial year, government grant funding decreased by 1% largely due to movement from disability services grant funding to 'fee-for-service' work through NDIS.

## Grant Funding Sources

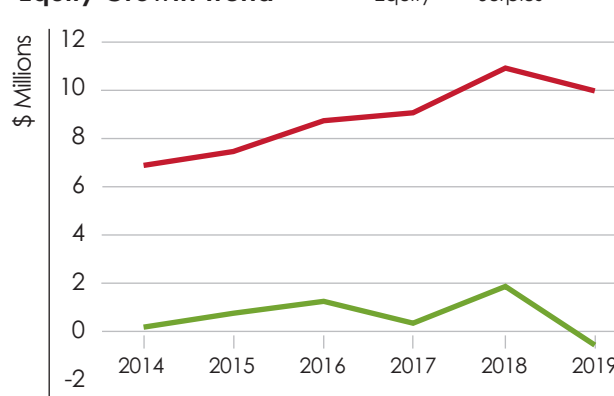


## Income Growth Trend



Financial Year Ended 30 June

## Equity Growth Trend



Financial Year Ended 30 June

	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
2018-19	\$9,371,825	\$17,211,070	\$6,844,436

**Anglicare NT Statement of Profit and Loss and Other Comprehensive Income for the Year Ended 30 June 2019**

	2019 \$	2018 \$
<b>REVENUE</b>		
Grant revenue	33,427,331	33,789,459
Other revenue	6,151,494	4,635,143
<b>TOTAL REVENUE</b>	<b>39,578,825</b>	<b>38,424,602</b>
<b>EXPENSES</b>		
Employee related expenses	28,507,941	25,535,149
Depreciation and amortization	720,325	868,157
Client support services	2,355,788	2,184,798
Administration	2,560,391	2,101,092
Motor vehicle	922,769	858,910
Information communication technology	1,405,804	1,349,972
Property	2,919,290	2,829,319
Travel	777,511	736,028
<b>TOTAL EXPENSES</b>	<b>40,169,819</b>	<b>36,463,425</b>
<b>NET CURRENT YEAR SURPLUS</b>	<b>(590,994)</b>	<b>1,961,177</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Fair value re-measurement gain/(losses) on available for sale financial assets	(387,370)	(1,614)
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>(978,364)</b>	<b>1,959,563</b>

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](http://www.acnc.gov.au)

**Anglicare NT Statement of Financial Position as at 30 June 2019**

	2019 \$	2018 \$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	8,058,042	8,303,660
Trade and other receivables	1,676,175	1,629,997
Other current assets	710,778	848,328
<b>TOTAL CURRENT ASSETS</b>	<b>10,444,995</b>	<b>10,781,985</b>
<b>NON-CURRENT ASSETS</b>		
Financial assets	5,814,021	5,846,528
Property, plant and equipment	3,597,725	2,896,869
<b>TOTAL NON-CURRENT ASSETS</b>	<b>9,411,746</b>	<b>8,743,397</b>
<b>TOTAL ASSETS</b>	<b>19,856,741</b>	<b>19,525,382</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	5,715,806	4,794,389
Employee benefits	2,004,264	1,814,035
<b>TOTAL CURRENT LIABILITIES</b>	<b>7,720,070</b>	<b>6,608,424</b>
<b>NON-CURRENT LIABILITIES</b>		
Other payables	117,512	129,010
Borrowings	494,034	502,906
Employee benefits	1,361,392	1,142,945
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>1,972,938</b>	<b>1,774,861</b>
<b>TOTAL LIABILITIES</b>	<b>9,693,008</b>	<b>8,383,285</b>
<b>NET ASSETS</b>	<b>10,163,733</b>	<b>11,142,097</b>
<b>EQUITY</b>		
Retained surplus	10,089,538	10,696,844
Reserves	74,195	445,253
<b>TOTAL EQUITY</b>	<b>10,163,733</b>	<b>11,142,097</b>

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](http://www.acnc.gov.au)





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## 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 2019, 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 2019 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.

### Other Information

Those charged with governance are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the directors report, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

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.



If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### **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.

#### **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](http://www.auasb.gov.au/auditors_responsibilities/ar3.pdf)

This description forms part of our auditor's report.

**BDO Audit (NT)**

**C Taziwa**  
Audit Partner

Darwin, 1 November 2019

# Acknowledgements

## Volunteers

Thank you to our volunteers who bring vibrance, build connections and support people across the Northern Territory. Your effort, passion and commitment is greatly valued.

## Supporters

Thank you to the individuals, community groups and businesses who contributed to our work in 2018-19. Your generous donations and in-kind support helped us to meet needs and strengthen services.

## Board Members

Thank you to our volunteer Board Members who offer their skills, knowledge and expertise to further the work of Anglicare NT and strategically guide our endeavours.

## Anglican Diocese of the NT and Parishes

Thank you to the Anglican Diocese of the NT for shaping our values and continuing your commitment to Anglicare NT. Thank you to parishes across the Territory for your partnership 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  
Community Housing Industry 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 Therapeutic Residential Care Alliance  
National Voice of Our Children  
NT Council of Social Services (NTCOSS)  
NT Indigenous Business Network  
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 the Prime Minister and Cabinet  
Department of Social Services

### NT Government

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

### Organisations

Brotherhood of St Laurence  
CatholicCare NT  
Good Shepherd Microfinance  
headspace National Youth Mental Health Foundation  
National Insurance Disability Scheme (NDIS)  
Northern Territory Primary Health Network (NT PHN)  
Wise Employment





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