



Annual Report 2019-20



AnglicareNT



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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2019-20 Annual Report
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*Above: headspace Darwin staff celebrate the opening of our new outdoor therapeutic garden.
Right: Jennifer is visited by Aged Care staff; families learn at the beach with the Home Interaction Program for Parents and Youngsters (HIPPY).*

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Bishop's message

A year ago, none of us could have imagined how 2020 would unfold. So much is different. At the same time, many good things remain constant. Despite the challenges of the COVID-19 pandemic, Anglicare NT has continued its work of care, support, partnership and advocacy, enabling more people to know 'life in all its fullness'. As an extension of the diocesan family, the Anglican Diocese of the NT continues to be grateful that Anglicare NT has achieved so much with those whose lives face greater challenges than most. The stories of individuals, families and communities who have experienced God's blessing through Anglicare NT's work are inspiring and heart-warming.



Anglicare NT is one of dozens of agencies that are linked together in the network of Anglicare Australia, all doing remarkable work in their own regions. The wider Anglican Church is proud of their contribution, including the way they encourage, celebrate and stimulate each other's work.

Again this year, Anglican Churches across the Territory celebrated Anglicare Sunday – giving thanks to God for providing for the community through Anglicare NT and praying that He will keep strengthening management, frontline workers, program participants and the Board. This is a small way in which the partnership between the Church and Anglicare NT is expressed. We look forward to growing our co-operation for the good of those we are seeking to bless.

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

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



Top: Anglicare Sunday is held at St Luke's Anglican Church in Palmerston.
Left: Leonie Patterson meets with David Curtis and Sam Ashton from Julalikari Council Aboriginal Corporation.
Right: Lola and staff member Blythe at our Community Housing complex in Alice Springs.

Chair's reflection

It has been a very different year! Everyone, including Anglicare NT, has been profoundly affected by the COVID-19 pandemic. I want to recognise and sincerely thank our committed Board of Directors and sub-committee members, CEO Dave Pugh, management and staff for their hard work and professionalism in meeting the needs of the people and communities we serve. Words such as adaptable, innovative, committed, sensitive and caring all describe their efforts over this past year.



Our focus has primarily been on the safety and wellbeing of our staff and people we support. We have also focused on ensuring that Anglicare NT has sustainable systems and infrastructure in place to respond to community needs, be innovative and pursue strategic opportunities throughout this crisis and beyond.

Anglicare NT has supported children and young people in Out of Home Care for over 30 years. One of our greatest challenges in 2020 has been the necessary decommissioning of these high quality, trauma-informed, therapeutic services after an unsuccessful procurement outcome. I commend management and staff involved for effecting a smooth transition to new providers and remaining focused on the best interests of each child and young person.

We must also take time to celebrate the launch of new services, the achievement of NDIS registration and the good progress made on consolidating our feedback, outcomes measurement and continuous improvement initiatives. I hope you enjoy reading about Anglicare NT, our collaborative approaches and notable achievements.

A handwritten signature in black ink.

Richard Giles,
Chair of the Board

CEO's report

To fulfil our purpose, Anglicare NT works with communities and advocates for social justice. This year has been one of challenges and significant developments. We continued to deliver much-needed services and I'm proud of the way we adapted and sustained essential care and support in response to the global pandemic.



We were also pleased to expand our important work with young people through the launch of our #U-Turn service as part of the Back on Track initiative, the opening of a new headspace centre in Katherine and the commencement of 'Enhanced Care' services at headspace Darwin. Our innovative Partnership Support Service is working with organisations such as Yugul Mangi Development Aboriginal Corporation in Ngukurr and Julalikari Council Aboriginal Corporation in Tennant Creek to undertake a range of collaborative projects that benefit the community.

This year Anglicare NT conducted an Employee Survey to hear from our staff and learn of areas where we can improve. We were pleased that most staff consider Anglicare NT a 'truly great place to work' and feel motivated, engaged and committed. I want to thank all staff and volunteers for their passion, dedication and positive impact on so many in our community.

Our Annual Report is full of stories of hope and celebrates the achievements of the 16,682 Territorians we worked with this year.

A handwritten signature in black ink.

Dave Pugh,
Chief Executive Officer

Year in review

The new **Enhanced Care** service at headspace Darwin commenced, giving young people with chronic or complex mental health issues a new option for flexible, coordinated care.



Anglicare NT achieved registration as a **Community Housing Provider** under the National Regulatory System for Community Housing (NRSCH).



headspace Katherine officially opened, giving young people aged 12 to 25 access to a youth friendly, free and confidential mental health and wellbeing service.



July

September

November

2019

August

October

December



As part of the Back on Track Initiative, our new **#U-Turn** service helps young people turn their lives around, build community connections and stay out of the youth justice system.

Anglicare Sunday was held at parishes in Darwin, Katherine and Alice Springs to celebrate the continued relationship between Anglicare NT and the Anglican Church.



The Anglicare NT Reconciliation Committee met in Darwin for a full day workshop to discuss goals and aspirations for our new **Reconciliation Action Plan**.



Our OutCARE service in Alice Springs received the **Commissioner's Commendation Award** for providing supported accommodation. The service helps men leaving prison rebuild lives, reconnect with family and achieve positive futures.

The Partnership Support Service co-hosted a workshop in Tennant Creek with Julalikari Council Aboriginal Corporation to support the launch of a new **Child and Family Centre**.



The Administrator of the Northern Territory, Her Honour the Honourable Vicki O'Halloran AO, visited volunteers from our Community Visitors Scheme during **National Volunteer Week**.



January

March

May

2020

February

April

June



Anglicare NT hosted free community workshops about a new toolkit, designed by Social Security Rights Legal Service, to help people apply for the **Disability Support Pension**.

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



Messages of hope and support were shared on Anglicare NT social media on **National Youth Homelessness Matters Day** to raise awareness of youth homelessness and celebrate the resilience of young people.

Children and families living at our Garaworra transitional accommodation complex took part in **two-way learning** at the beach and shared language, food and culture with the Home Interaction Program for Parents & Youngsters (HIPPY).



Board and management



Board Members: Leeanne Zamagias, Howard Bath, Greg Anderson, Richard Giles, Donna McMasters, Sally Yule and MunLi Chee.

Board

The Anglicare NT Board of Directors meet eight times each year to provide leadership, oversee strategy and maintain effective governance. Board Members volunteer time and expertise to help meet community needs and achieve our purpose.

The Board is supported by three independent committees including the Audit and Risk Management Committee, Care Governance Committee and Governance Committee. During the 2019-20 financial year, a necessary focus of the Board and each committee was our organisational response to the COVID-19 pandemic including compliance, risk management and service continuity.

Anglicare NT Board meetings and attendance July 2019 - June 2020

	Number eligible to attend	Number attended
Richard Giles	8	8
Greg Anderson	8	8
Howard Bath	8	6
Kate Beer	8	7
Clarissa Comerford	8	6
Donna McMasters	8	5
MunLi Chee	8	7
Sally Yule	8	7
Leeanne Zamagias	8	7

Anglicare NT Committees

Audit and Risk Management Committee	The Audit and Risk Management Committee provides the Board with independent assurance and advice on Anglicare NT's financial performance, sustainability and our compliance, risk management and work, health and safety systems.
Care Governance Committee	The Care Governance Committee provides oversight on care practices and systems at Anglicare NT with a focus on accountability, quality and continuous improvement, compliance with regulatory requirements and responsiveness to community needs.
Governance Committee	The Governance Committee helps the Board meet its responsibilities through governance development, recruitment, training and evaluation of the Board and Chief Executive Officer performance.

Executive management team



Dave Pugh
Chief Executive Officer



Ann Buxton
Deputy Chief Executive Officer



Billie-Jo Barbara
Executive Manager,
Corporate Services
(until June 2020)



Amie Carrington
Executive Manager,
Youth & Families
(until March 2020)



Terry Cleary
Executive Manager,
Youth & Community Access



Jade Gooding
Executive Manager,
Mental Health



Leonie Patterson
Executive Manager,
Cultural Safety &
Partnerships



Ashley Perez
Executive Manager,
Families & Homelessness

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

Progressing our Strategic Plan

This Annual Report captures important stories about how we work with individuals, families and communities to build better futures. We also make a significant contribution to the community services sector, regional service systems and advocacy efforts to create a more just and inclusive society. Our aspirational four-year Strategic Plan 2019-2022 guides Anglicare NT's priorities, resource allocations, partnership development and leadership focus. It sets goals and creates the parameters for our rolling annual Business Plan which details actions and accountabilities.

Major achievements against Strategic Plan 2019-2022

Support & Services

New initiatives in homelessness prevention provided casework support to adults with mental illness living in public housing and young people leaving care entering private rentals.

Our footprint in the **provision of high-quality mental health services expanded** with the new headspace Katherine centre, Enhanced Care in Darwin and growth in brokering access to telepsychiatry, medical and allied health services in regional areas.

Responding to growing community and government concerns about young people and crime, **we launched new services focused on engagement and pro-social activities and skills**, cultural strengths and connections.

Policy & Advocacy

Informed by our practice knowledge and experience, **we lodged submissions with government on social policy issues** and contributed to consultation processes.

Joining with others we **advocated for measures to address failures in consumer protection and financial institution** regulatory systems.

We supported national advocacy campaigns focused on poverty alleviation such as **Raise the Rate** of Newstart/JobSeeker; extending the age of care from 18 to 21 years **Home Stretch**; the treatment of children and young people in the justice system **Raise the Age** and the **Rental Affordability Snapshot**.

Partnerships

Partnerships with Aboriginal Community Controlled Organisations and mainstream providers were expanded resulting in new areas of work and collaborations in urban centres, remote communities and regional centres.

Our **network of corporate and philanthropic supporters increased**, opening up some exciting possibilities for innovation and place-based work.

People & Culture

New internal training programs and policies and procedures were rolled out to support our professional development commitments, build the capacity of a values-based workforce, guide our service practices and meet compliance requirements.

We **improved workplace flexibility and entitlements and responded to the 2019 Staff Climate Survey** results (284 responses) conducted by an external company.

Successful COVID-19 prevention measures and safety plans were implemented. This ensured staff were trained and supported, resulting in essential services continuing to be delivered.

Management & Governance

Board, sub-committee and management arrangements were strengthened, ensuring systems are in good shape and that 16,682 people, 57% of whom identify as Aboriginal or Torres Strait Islander, received quality assistance from our 82 services.

We **invested in new finance, contract management and HR systems** and improved infrastructure. Going forward, these measures will result in improved internal and external reporting capacity and ensure facilities remain accessible, high quality and user friendly.

Our **commitment to closing the gap in Aboriginal people's social, educational, health and economic outcomes was progressed** through a renewed workforce strategy, increased partnerships and strategic alliances, and improved feedback and evaluation processes.

Parish partnerships

The Anglican Church has been actively involved in the delivery of welfare services throughout the Northern Territory for many years. While Anglicare NT as we know it today is legally independent from the Anglican Diocese, we remain grounded in our foundations with a continued commitment to Anglican principles and ethics.

Our parish partnership work is supported by Senior Staff Chaplain, Julie Toomey, who engages with clergy and designated Anglicare NT representatives from each parish.

In October, Anglicare NT was pleased to join parishes for their annual Anglicare Sunday events. Anglicare Sunday provides an opportunity for our organisation to deepen its relationship with local parishes, share information about services, and reflect on what it means to show compassion and seek justice in our community.



The long presence of the Anglican Church in some remote communities supports Anglicare NT's relationship development and opportunities for service provision. This year in Ngukurr our partnership has enabled the establishment of guest accommodation at the local rectory. Other services are being explored through consultation with parish leaders and the Yugul Mangi Development Aboriginal Corporation.

Above: Terry Cleary speaks at The Church of the Good Shepherd for Anglicare Sunday.

Our supporters

Anglicare NT is grateful for the many individuals, community groups, foundations and businesses who contributed to our work in 2019-20. The generosity and compassion of supporters enables us to strengthen services, address gaps and expand our reach.

"Our supporters make it possible to innovate and respond to young people we work with. Our outdoor therapeutic garden space has transformed the headspace Darwin hub and we couldn't have done it without the generous support of local businesses and contractors"

- Jade Gooding, Executive Manager Mental Health



Karen Johnson from the Landscape Studio with Dave Pugh and Jade Gooding.

If you are inspired by the stories in this Annual Report and would like to create lasting change for Territorians, please donate today at anglicare-nt.org.au/donate

You can also call us on **08 8985 0000** to discuss partnership opportunities or learn how you can leave a legacy gift in your will.

Acknowledgement of key supporters

- Area9 IT Solutions
- Jacana Energy
- Newmont Corporation
- Synaco Global Recruitment (S&You)
- The Push Up Challenge

Reconciliation

A more reconciled Australia takes will and contribution from us all. At Anglicare NT, we know reconciliation is possible when Aboriginal voices are heard, truth is acknowledged, and culture is celebrated. We support the *Uluru Statement from the Heart* and recognise the Yolngu concept of Makarrata – coming together to heal divisions, acknowledging past wrongs and seeking to make things right.

Highlights

- Our **Cultural Awareness Training Strategy** was strengthened to outline the continuous cultural learning needs of employees.
- The position of **Executive Manager, Cultural Safety and Partnerships** was made permanent.
- Our new **Aboriginal and Torres Strait Islander Workforce Development Strategy** was launched with a focus on engaging, retaining and supporting Aboriginal and Torres Strait Islander staff.
- The internationally acclaimed documentary **'In My Blood It Runs'** was screened at our offices during National Reconciliation Week. The film follows Djuwan, a ten year old Arrrente/Garwa boy and his family, who fight to ensure he receives a strong Arrrente and western education.
- **NAIDOC Week** was celebrated at our Ludmilla Community Services Hub with a Welcome to Country, flag raising ceremony, children's activities, basket weaving and live music.
- A **family fun day** was held at our Garaworra transitional accommodation site. Families and children decorated NAIDOC t-shirts and were visited by Harold the Healthy Giraffe.
- In Katherine, the documentary **'Our Law'** was screened, showcasing the first Aboriginal run police station in remote Western Australia.



Sharon and staff member Clare at our Garaworra transitional accommodation in Darwin.



Reconciliation Committee

The Reconciliation Committee supports the implementation of our Reconciliation Action Plan and provides leadership in reconciliation activities across the organisation.

The committee meets five times a year, including for an annual face-to-face workshop. Aboriginal and Torres Strait Islander members form the majority of the group and bring unique knowledge, understanding and connections with Aboriginal people and communities.

In consultation with Aboriginal stakeholders, program participants and reference groups, this year the committee led the development of our 2021-2022 Reconciliation Action Plan which will be launched in February 2021.

The committee also facilitated several events, coordinated internal awareness campaigns and provided input into our Aboriginal and Torres Strait Islander Workforce Development Strategy.

Strengthening connections

Relationships are at the heart of our work and we know we are stronger together. In each of our service areas, we continue to develop and strengthen relationships to listen, learn and walk together with Aboriginal people.

In November 2019, we established the Partnership Support Service. The service is a social enterprise that works with Aboriginal organisations to deliver stronger services for community.

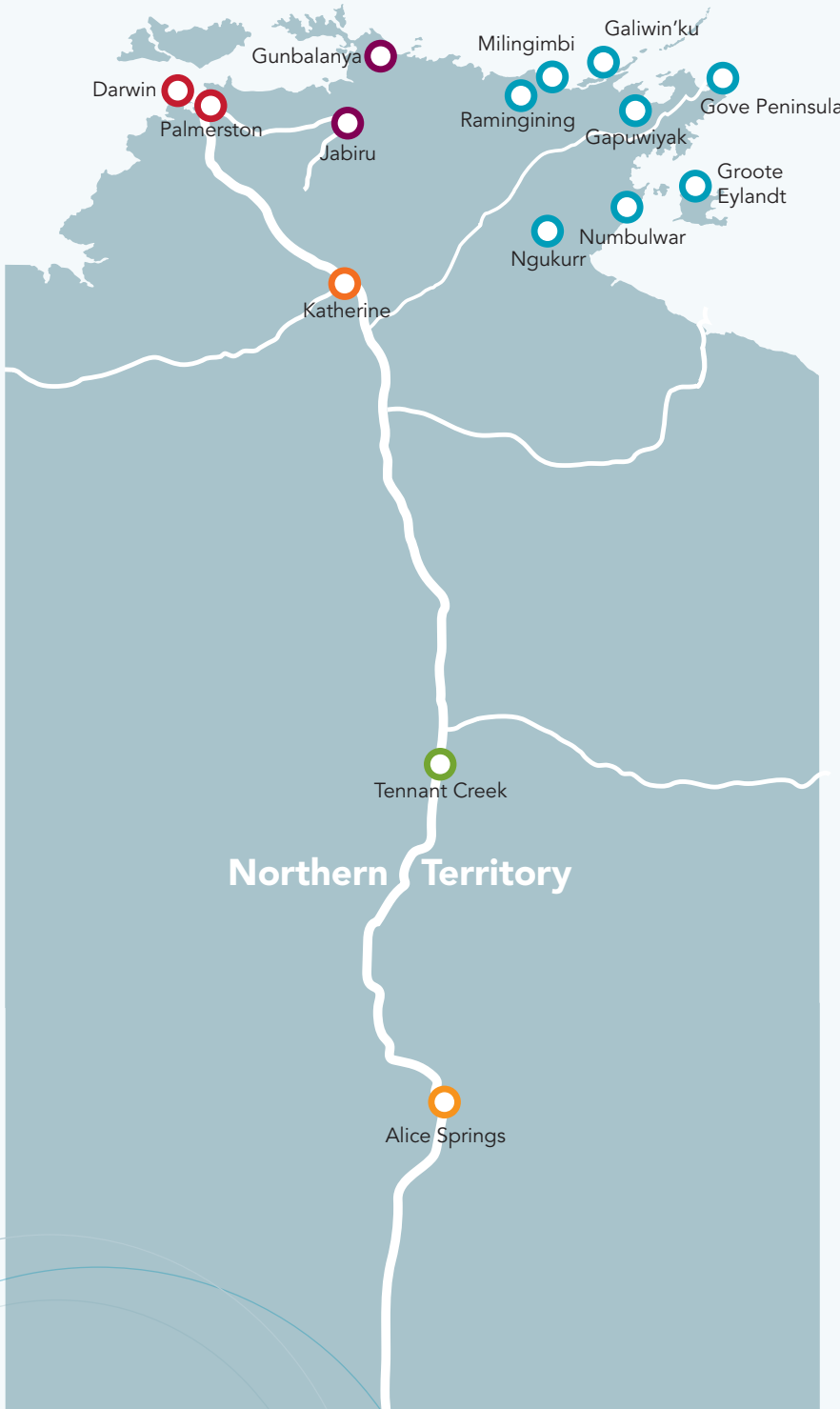
Above: Janet, Leonie and Lucille proudly display flags during National Reconciliation Week.

Locations

Anglicare NT services are delivered from operational bases in Darwin, Palmerston, Alice Springs, Katherine and Nhulunbuy, as well as remote community outlets in East Arnhem, Groote Eylandt and Ngukurr. In other remote areas and regional centres, we provide outreach services and project support to local partner organisations.

16,682

people directly supported across the Northern Territory



Operational sites:

- Head Office (Winnellie)
- Ludmilla Community Services Hub
- headspace Darwin (Casuarina)
- Palmerston Youth Services Hub
- Alice Springs Regional Office
- Bloomfield Street Community Services Hub (Alice Springs)
- Katherine Regional Office & Community Services Hub
- headspace Katherine
- East Arnhem Regional Office (Nhulunbuy)
- Gapuwiyak Community
- Groote Eylandt
- Ngukurr Community
- Numbulwar Community
- Milingimbi Community
- Ramingining Community
- Tennant Creek

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

Summary of services

	Services	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Children & Families	Child & Family Contact Service	✓	✓					
	Communities for Children			✓		✓	✓	
	Family Skills Facilitator Service					✓	✓	
	Home Interaction Program for Parents & Youngsters (HIPPY)	✓			✓		✓	
	Intensive Family Parenting Support	✓	✓			✓		
	Refugee & Migrant Settlement Support	✓	✓					
	Remote Community Playgroups						✓	✓
	Play and Learn Support	✓	✓			✓	✓	✓
Young People	Back on Track #U-Turn	✓					✓	
	Emergency Relief	✓	✓			✓		
	Intensive Youth Support Services	✓	✓	✓	✓			
	MeNTor Educational Support	✓	✓					
	Moving On – Aftercare Support & Brokerage	✓	✓	✓				
	Pandanus Childbirth Education & Perinatal Support	✓	✓					
	ReConnect – Youth Homelessness Early Intervention	✓	✓			✓		
	Youth Support & Accommodation	✓	✓		✓			
	Youth Engagement & Development	✓	✓	✓	✓	✓	✓	✓
	Youth Housing Options & Pathways		✓					
Mental Health & Suicide Prevention	Aboriginal Youth Mental Health Trainees	✓	✓		✓			
	Access to Allied Psychological Services (ATAPS)	✓	✓					
	headspace Darwin	✓	✓					
	headspace Early Psychosis	✓	✓					
	headspace Enhanced Care	✓	✓					
	headspace Katherine				✓			✓
	headspace Intensive Placement & Support (vocational)	✓	✓					
	Housing Accommodation Support Initiative (HASI)	✓						
	Suicide Intervention & Awareness Training	✓	✓		✓	✓	✓	✓

	Services	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Counselling, Mediation & Education	Family & Relationship Counselling	✓	✓			✓		
	Family Dispute Resolution	✓	✓			✓		
	For the Kids – Parenting Orders Program	✓	✓			✓		
	General Counselling	✓	✓			✓		
	Mediation	✓	✓			✓		
	Parenting Courses	✓	✓			✓		
Financial inclusion	Money Support Hub					✓	✓	
	No Interest Loans Scheme (NILS)			✓				
	Problem Gambling Financial Counselling	✓		✓	✓			
	stepUP Loans	✓	✓					
Housing & Homelessness	Community Housing			✓				
	Family Support & Accommodation				✓			
	Housing Options Pathways Program	✓		✓		✓		
	Transitional Accommodation	✓		✓				
Prison & Post-Release	OutCARE – Men's Post Release Accommodation			✓				
	Prison Chaplaincy	✓	✓	✓				
People with Disabilities	Individual Assistance	✓	✓		✓	✓		
	NDIS Support Coordination	✓	✓	✓	✓	✓		
	NDIS Personal Support & Community Access	✓	✓	✓	✓	✓		
Older People	Assistance with Care & Housing	✓						
	Community Visitors Scheme	✓	✓	✓	✓			✓
	Domestic Assistance	✓	✓	✓	✓	✓		
	Flexible, Centre & Cottage Respite	✓	✓	✓		✓	✓	
	Home Care Packages			✓		✓		
	Home Maintenance	✓	✓	✓		✓		
	Meals	✓	✓	✓	✓	✓		
	Personal Care	✓	✓	✓	✓			
	Social Support – Individual & Group	✓	✓	✓	✓	✓		
	Transport	✓	✓	✓	✓	✓		
		✓	✓	✓	✓	✓		
Social Enterprise	Partnership Support Service	✓	✓	✓	✓	✓	✓	✓
	Restore Opportunity Shop	✓						

This table is current as of 30 June 2020. Visit anglicare-nt.org.au for the latest information, as services and locations may change.

Early childhood and children's services

Over 3,000 families were supported

Family and community play an essential role in nurturing, supporting and teaching children as they grow. It is important that programs and activities focused on children are culturally informed, meet needs and are evidence based.

At remote playgroups in Ngukurr and Numbulwar, parents and carers of young children learn through play, having fun and connecting with others. Resourced by Tutors, families in Darwin, Katherine and Milingimbi help their children prepare for school with weekly structured activities aimed at developing literacy, numeracy, language and physical skills through the Home Interaction Program for Parents & Youngsters (HIPPY).

In Alice Springs and East Arnhem regions our Communities for Children initiatives work with communities, providers and stakeholders to create child friendly environments, service systems and targeted activities to improve wellbeing outcomes.

Highlights

- Children completing the two-year Home Interaction Program for Parents & Youngsters (HIPPY) celebrated at **graduation ceremonies** in Darwin, Katherine and Milingimbi.
- A bi-cultural tool for facilitating conversations about parenting and child development, **Play and Learn Support (PALS)**, achieved **Promising Practice status** with the Australian Institute of Family Studies. The resource was developed by Anglicare NT over 15 years ago through extensive consultation and trials throughout the East Arnhem region.
- A successful East Arnhem Children's Services **annual training and planning forum for 25 remote staff was held** in Darwin.
- Families enjoyed face painting, free food, performances and circus activities at a **Family Fun Day Celebration** for Children's Week in Alice Springs.
- A community services **sector networking event** was facilitated by Communities for Children in Alice Springs. The event showcased several innovative programs and practices delivered across Central Australia.



Zoe and her son take part in Milingimbi playgroup activities.

Creative approaches to uncertain times

Families in East Arnhem wanted to attend our children's services despite COVID-19 bio-security measures. More than ever, families needed connections, support and activities. We worked hard to keep everyone safe and activities compliant.

In Numbulwar the Saltwater Playgroup held a traditional weaving workshop to celebrate Mother's Day. The Ngukurr Freshwater Playgroup enjoyed a day of craft activities at the Wilton River. Our resourceful Milingimbi staff delivered packs with activities for children, fresh fruit and antibacterial soaps. Staff made the soap using eucalyptus and lemon myrtle to encourage good hygiene practices at work and within family homes.



Staff in Milingimbi make Eucalyptus and Lemon myrtle soap.

Everywhere learning

Families living at our Garaworra transitional accommodation complex in Darwin joined the two-year Home Interaction Program for Parents & Youngsters (HIPPY). Families are supported by a Tutor to complete weekly themed activity books with their child and join regular group activities involving art, craft, cultural activities and excursions.

'Everywhere Learning' happens effortlessly on trips to the beach, with families and staff engaging in two-way learning, sharing language, food and culture. Mums, dads, grandmothers, aunties and siblings look for bush food together and share feasts of damper, nonda (longbums), diyamu (pipis), maypal (shellfish), guya (fish) and dhukuray (periwinkles). Children learn as they listen to stories, play games, use sign language, explore nature and create artworks with sand, rocks, leaves and shells.

Learning on country with community partners

In Alice Springs, the Communities for Children initiative works with community partners to deliver place-based early intervention activities for children and their families. This year, the team worked closely with Akeyulerre, a local Aboriginal organisation, on their Ingkenteme ('following in the footsteps') bush school.

The bush school supports Arrernte children to learn about culture from Elders on country. Anglicare NT supported Akeyulerre to conduct an evaluation and develop its evidence base, leading to achieving Promising Practice status with the Australian Institute of Family Studies.



Meet Marlene, Ngukurr Freshwater Playgroup Coordinator

Playgroup Coordinator Marlene Andrews started working for Anglicare NT in 2009 with the Ngukurr Freshwater Playgroup. Back then, Playgroup was held at the local church and was new to the community.

Despite some hard days, Marlene says she loves her job and it has helped her find the person she is today. 'I thank God for coming into my life... in serving the mums the richness of giving every child the teaching of education and to love them because they were given to us as gift.' Marlene thanks her co-workers at Anglicare NT for strengthening her journey and for all the training that continues to give her motivation and new ideas for running the Playgroup.

"I soon realised Playgroup was a place that gave me the courage to really see that my child's learning was very important. Playgroup changed my life and helped me in every step about walking alongside my child as she started to emerge in learning."

- Marlene Andrews



Children from the Home Interaction Program for Parents and Youngsters (HIPPY) graduate in Darwin North.



Young people in East Arnhem celebrate culture and identity while filming the Ochre Challenge TikTok video.

Over 7,300 nights of supported accommodation provided for young people

Supporting young people

Young people are our future community, government and business leaders. They make a significant contribution to community life, the workforce and economy and have inspired many adults through their insights and action on local issues, inclusive approaches and global challenges.

Young people thrive when they feel safe, loved, connected and heard. At Anglicare NT we get this and provide tailored support alongside opportunities to contribute and develop skills. We work with young people from diverse cultural backgrounds, locations and circumstances. We help young people find their voice and work with their strengths to build resilience and positive futures.

Highlights

- We **launched our new #U-Turn program** in Darwin and Gove Peninsula, a part of the NT Government's Back on Track initiative to keep young people from entering or staying involved with the youth justice system. #U-Turn focuses on skill building, community engagement and cultural connection.
- Our well-established **Intensive Youth Support Service (IYSS)** provides tailored assistance to young people at risk of entering the Child Protection system. A unique educational resource called *Trauma and the Brain* was produced to help young people and families understand the impact of trauma.
- Due to COVID-19, our Couch Surfing event during **National Youth Homelessness Matters Day** was reshaped into a social media campaign. Young people shared what home means with messages of hope and resilience.
- In collaboration with Territory Families and Housing and Mission Australia we are **piloting an innovative housing and support model for young people leaving care** called Housing for Young People Program (HYPP). Young people receive support and secure housing in subsidised private rentals.
- East Arnhem Youth Services embraced social media to engage with young people. The **#ochrechallenge music clip reached an amazing 110,000 people** through our young.strong.dhapirk Instagram page and other social media platforms.
- A three-panel **bilingual mural** was created in Gove Peninsula by young people from the ReConnect Youth Homelessness Early Intervention program. Guided by Elders, animals and plants are shown with Yolngu Matha and English labels.
- Katherine Youth Services **partnered with the Banatjarl Strongbala Wimun Grup** to connect young women with local Elders. This creates sustainable cultural and holistic supports that build life and parenting skills, cultural identity and increased sense of belonging.



Vinni shares about having a home on Youth Homelessness Matters Day.

100% of Pandanus participants increased knowledge and confidence about pregnancy, childbirth and parenting

Young people connect with Elders

The Katherine Youth Services and Banatjarl Strongbala Wimun Grup (BSWG) pilot explores local Aboriginal perspectives on relationships, self-respect, self-care, body awareness, education, health and wellbeing. Some of the activities undertaken with young women include a bush medicine workshop, pandanus dyeing and a gardening day where native lemongrass crops were planted at the BSWG Resource Centre.

"Talking up healing through our connections to Country, our identity, sense of belonging and spending time with our Elders. This is wellbeing at its finest!"

- Banatjarl Strongbala Wimun Grup



Trauma and the Brain is an animated video resource.

Pathways out of trauma

Early experiences of adversity, trauma and disruption can drive young people into self-protective states that impact on relationships, make them resistant to change and lock them into survival behaviours.

Trauma and the Brain, a new video resource developed by Anglicare NT in collaboration with italk Studios, describes for young people and their families the impacts of trauma and ways to heal. In the short animation, a young boy learns how trauma from his past left him feeling hurt, angry and confused and unable to express his feelings in a positive way. Through the analogy of a snake as the trauma holding him back, the boy follows a path of awareness to break away from this cycle and focus on his own health and wellbeing and new ways of connecting.

Meet Tom, a change of direction is possible!

#U-Turn involves a flexible, collaborative effort between Anglicare NT, the Australian Childhood Foundation (ACF) and First Steps. Tom was referred after charges of property damage. Staff helped Tom feel comfortable enough to share his life experiences and hopes. Together, as part of a coordinated plan, a weekly calendar of structured activities was developed that focused on school, life-skills development, art, music, healthy eating, cultural awareness and belonging.

With support, Tom met with the person whose property he had damaged. He recognised how his actions had impacted them, provided an apology and offered to replace what he had damaged. Tom also restored an old bike and made plans to build an outdoor bench with First Steps. Since his involvement in #U-Turn, Tom has developed self-confidence, new skills, self-belief and hope for a positive future.



Vibrant murals created by #U-Turn participants brighten the laneway alongside the Ludmilla Community Services Hub.

Youth mental health and wellbeing

headspace hubs in Darwin and Katherine support young people aged 12 to 25 with their mental health and wellbeing. With a focus on early intervention, services cover mental health, physical and sexual health, alcohol and other drugs, and work and study support. Whether it be coping with stress, struggling at school, family conflict or body image concerns, our staff are there to help young people overcome difficulties, build positive relationships and strengthen mental health outcomes.

Highlights

- headspace Darwin staff provided **training to local GPs** to help improve youth-friendliness and early identification of mental health signs and symptoms including psychosis.
- **Hon Greg Hunt MP**, Minister for Health, visited headspace Darwin in November and hosted a roundtable discussion with young people on mental illness, social determinants of health, Aboriginal and Torres Strait Islander health and LGBTQI+ young people.
- Young people involved at headspace Darwin created a large mural during the 2019 **Darwin Street Art Festival** with a message of hope – 'Keep your face towards the sunshine and let the darkness fall behind you.'
- A clinic targeting at-risk **adolescents with diabetes** was established at headspace Darwin as part of a redesign of service delivery by Royal Darwin Hospital.
- During Mental Health Week, Aboriginal Community Youth Engagement Worker Anthony Hale was recognised as **NT Mental Health Worker of the Year** by the NT Mental Health Coalition.
- The interactive 21-day **'Push Up Challenge'** raised mental health awareness and a collective \$22,000 for headspace Darwin and headspace Katherine.
- A new **therapeutic outdoor space** at headspace Darwin creatively transformed an unused space into an accessible garden that can be used for individual reflection, yarning circles, group meetings and events.
- Clinical teams at headspace Darwin and Katherine continued to host **student placements** to support the development of the mental health workforce in the Top End.

headspace opens in Katherine

headspace Katherine officially opened its doors in September 2019, giving young people access to a youth friendly, free and confidential mental health service. Establishment, service design and building fit-out was highly collaborative involving young people, families, Elders and local organisations, including Wurli-Wurlinjang Aboriginal Health Service. This group continues to meet quarterly as part of a consortium to proactively identify and respond to emerging needs.

In addition to the regular headspace services, the centre offers a variety of educational, supportive and creative group sessions including an LGBTQI+ support group. headspace Katherine also includes an innovative mobile outreach clinic that regularly visits young people in the communities of Wugularr and Binjari. The outreach team has developed strong relationships with Elders, young people and local service providers, while offering clinical services and community education sessions.



The headspace Katherine team meet at the new hub.



Julia and Tiarah with the new headspace Katherine outreach bus.



Young people from headspace Darwin take part in the Darwin Street Art Festival.

Engaging young people at headspace

headspace community engagement teams in Darwin and Katherine coordinate regular activities to build community knowledge around mental health and to support young people to feel comfortable in seeking help early. To celebrate headspace Day in Darwin, we invited local communities to attend a free barbeque and join in fun activities including art and craft workshops, face painting, smoothie-making, healthy food preparation and playtime with therapy dogs.

headspace Katherine hosted a Youth Open Day in November where young people and their families could participate in movement therapy, relaxation techniques and a cultural activity. The day concluded with a community information session outlining ways to support young people to access mental health services. During the school holidays, the centres offered creative drop-in sessions with art activities, cooking classes, board games and drumming workshops.



Youth Ambassadors from headspace Darwin meet with Hon Greg Hunt MP, Minister for Health.

87% of young people that received primary support were extremely satisfied



Holistic support for mental wellbeing

Steven was referred to the Enhanced Care program at headspace Darwin to help build his confidence and decrease anxiety. Enhanced Care is an innovative new service that commenced in July 2019 to support young people with complex mental health difficulties.

"headspace staff encouraged me to join multiple social groups, so I decided to join cooking and gym as they weren't my strong points. I also attended therapy sessions once every week where we would talk about my feelings, how I was going, what I'd been up to. It was nice talking about things I wouldn't normally talk about."

Steven is happy to share that his anxiety is almost gone. "It feels amazing not having to freak out over the tiny things and to focus on the future. Without the headspace Enhanced Care program, I don't know where I would be. I'm so thankful to the people who have helped me."

* Excerpt from Orygen Youth Enhanced Service Case Study Above: headspace Darwin staff.

Young people in care and care leavers

Anglicare NT has a long history of working with children and young people in care and those leaving care. Services have adapted over time to new models, evidence-based practices and changed funding arrangements. Our commitment to helping children and young people prepare for their future remains strong. A future which is hopeful, safe, culturally strong and within which they flourish.

Closure of our residential care services

Children and young people should grow up safe within their family, culture and community; sometimes other placement options are needed. For over 30 years, Anglicare NT has provided high quality therapeutic, trauma-informed residential care and support services for children and young people in the child protection system.

Due to the unsuccessful outcome of a competitive process, we had no option but to close these services in March 2020. Our staff worked tirelessly to transition children and young people to care placements with new service providers. Over 80 staff were impacted through redeployment, redundancy or non-renewal of contracts. Staff demonstrated loyalty, care, and professionalism and ensured the best interests of each child were upheld.

Leaving care support options

Moving On, our long term after-care and brokerage service had a successful year, providing practical assistance to 167 young people. A service evaluation demonstrates the level of productivity, effectiveness and nature of outcomes achieved. Moving On supports young people and young adults (16-25 years) who have exited the statutory care system and provides an NT-wide contact point for Transition to Independent Living Allowance (TILA) applications.

In 2020, the capacity of Moving On was extended to provide casework for the Housing for Young People Program (HYPP) initiative in Darwin. The stage one evaluation reported:

"The experience of Anglicare NT in providing support to young people transitioning from care meant that they already had extensive understanding of working with the target group (and) established relationships with many of the young people."



Homestretch campaign in the NT

In the NT, young people cease being in care when they turn 18. This means they lose eligibility for care placements. Though Territory Families may use its discretion to extend care, this process can be an unsettling journey for young people and carers. This disruption can compound existing trauma and increase poor social and economic outcomes.

Anglicare NT worked with key stakeholders to support the launch of the national Home Stretch Campaign in the NT. The right of 18 to 21-year olds to remain in care and be eligible for extended support arrangements must become embedded in legislation.

Above: Amy shares a message of hope on National Care Day.

MeNTor - educational outcomes

Tristan joined the MeNTor program at 14. Making Education Outcomes Reachable NT (MeNTor) supports children and young people in Out of Home Care to re-engage with schooling and improve educational outcomes. Tristan's school and carers believed in his potential but worried about increased absences, a decline in grades and the impact of peer pressure. Together Tristan and the MeNTor Teacher developed plans and strategies to manage emotions and improve communication. The MeNTor Teacher also provided targeted tutoring.

11 months in and Tristan has been recognised for his progress. School attendance increased from 85% to 93%, grades improved from a D to a C-average with a few B-grade results. Now part of a sports team, Tristan is playing in competitions and enjoys being more socially connected. Tristan's carers receive guidance from MeNTor and feel better equipped to navigate the school system and support learning aspirations.

60% of students engaged in MeNTor improved attendance



Paul facilitates a Financial Literacy workshop with Sunrise Health Services in Katherine.

Over \$381,000
of loans arranged
through NILS and
StepUP

Financial inclusion

Anglicare NT works at the individual, community and systems level to address personal circumstances, increase community awareness, advocate for better outcomes and change processes which entrap people in financial crisis.

The research tells us that financial distress can trigger and compound mental health issues. As we move through a tough economic period, individuals and families grapple with the impact of the pandemic on jobs and income levels. We will need strong and effective professional support systems for people experiencing financial crisis. The outcomes of the Banking Royal Commission also indicate further regulation, transparency and accountability is required in our financial institutions.

Highlights

- Our **Problem Gambling Financial Counsellors** continue to help individuals, families and communities navigate money worries, address gambling problems, manage debts, protect family assets and plan for the future.
- Our microfinance schemes for people on low incomes, the **No Interest Loans Scheme (NILS)** and **StepUP**, have experienced high demand.
- In East Arnhem, **1,625 culturally informed sessions** on financial counselling, advocacy, financial literacy and education were provided.
- We sponsored five free workshops for over 100 Financial Inclusion workers and service providers in key regional centres on the **Disability Support Pension application process**, based on a Toolkit designed by the Social Security Rights Legal Service based in Victoria.
- After the **identification of unconscionable sales practices and inappropriate credit products on a remote community**, \$220,000 of individual debts were waived.

- A **new partnership with the Indigenous Consumer Assistance Network (ICAN)** and ICAN Learn (training arm) aims to strengthen the impact of the East Arnhem Money Support Hub. This includes the sponsorship of two staff members to undertake a Financial Counselling Diploma.
- **New digital resource 'Our Money Story'** is designed for Financial Inclusion workers new to the East Arnhem region. The historical impacts of money on Yolngu people and cultural practices associated with wetj (obligation) are explored.
- An **original song about money was recorded and filmed by young people from Gapuwiyak** to accompany the above resource. Sung in both Yolngu and English, 'Rrupiya' (money) explores Yolngu perspectives on money, employment and gurrutu (looking after family).
- **Three short films about the No Interest Loan Scheme (NILS)**, available in English, Western Arrernte and Warlpiri, were produced in partnership with Central Australian Aboriginal Media Association (CAAMA) along with a plain English infographic poster on eligibility.

Advocacy in action on sales practices

Across Australia, some telecommunications suppliers have targeted vulnerable groups through unethical sales practices. People have been encouraged to purchase products and enter into contracts that are unaffordable, unsuitable or excessive.

We continue collaborative advocacy efforts to reveal poor practices and increase supplier accountability. Systemic change is happening in this industry, for example Telstra have recently changed the way they promote plans, bundle packages and manage sales target incentives across Australia.

Counselling, mediation and family support

Anglicare NT accompanies Territorians through life's challenges. Most of us will experience a time in our lives where we feel overwhelmed, are struggling to cope, confused about our options or have been thrown off track by a relationship breakdown, a sudden job loss or traumatic event. Resolve services provide counselling, family dispute resolution (mediation) and parenting education to help work through feelings, options and find solutions, build coping skills and strengthen family relationships. Child inclusive practices ensure children's voices are heard.

For refugee and migrant families, our settlement and support service helps with housing, access to health services, legal matters, citizenship information, education and employment and connects people with supportive community networks.

The Intensive Parenting Support Service helps families strengthen their capacity to care for children and reduce the likelihood of intervention from child protection services. Where children have been removed from their families, the Child and Family Contact Service facilitates meaningful and quality contact with parents and family members.

Highlights

- The Refugee and Migrant Settlement Service (RAMSS) established a partnership with **STEPS Adult Migrant English Classes** enabling people to access weekly language lessons at Charles Darwin University.
- Barkly Regional Deal and Connected Beginnings contracted Anglicare NT to complete a short **consultancy on childcare options** in Tennant Creek. Recommendations included practical recommendations to meet the longstanding childcare needs of parents and caregivers.
- Resolve provided **123 Magic emotional coaching** to participants of the Council for Aboriginal Alcohol Program Services (CAAPS) residential program.
- **Families were successfully supported** to develop parenting skills and create safe environments at home.
- In Darwin, **staff cross-cultural knowledge expanded** through Learning Circles facilitated by the Council for Aboriginal Alcohol Program Services (CAAPS).

- **Family dispute resolution and mediation** continues to be provided as part of a longstanding partnership with the Family Relationship Centre, Relationships Australia.
- Child friendly **tools to capture children's voices, feelings and perspectives** were developed.
- **Progressed commitments to the prevention of domestic/family violence** by updating training requirements, risk assessment processes and participating in regional provider networks.

Reconnecting families

Tan arrived in Darwin by boat in 2010 and was granted an onshore humanitarian visa. Tan continued to long for his wife and three children who remained in his home country. With support from our Refugee and Migrant Settlement Service (RAMSS), Tan worked for five years to reconnect with his family. During this time, Tan couldn't return home or meet in a third country due to his legal status which restricted movement – his family were also ineligible for temporary tourist visas.

Tan lodged an application for a partner visa in 2013, but this was not prioritised until he became an Australian citizen. Tan was eventually granted citizenship in 2018. With support, the partner visa application progressed and after 9 years of separation Tan, his wife and three children reunited.

Over 550 people supported by Resolve Counselling, Mediation and Education



Pre and post release support

People in prison and on court orders have committed a crime and are punished through incarceration or other regulatory measures.

To increase positive outcomes and reduce recidivism, people benefit from effective support and guidance during their containment and while on monitored orders. Some people also need additional assistance on release.

Anglicare NT provides tailored accommodation and support in Alice Springs and auspices the Coordinating Chaplain program on behalf of the NT Council of Churches in Darwin and Alice Springs.

OutCARE post-release service recognised

Our Alice Springs based OutCARE program received the Commissioner's Commendation Award, as part of a National Corrections Day celebration in January. Former Territory Families Minister Dale Wakefield acknowledged the team for delivering pre and post release supported accommodation and for their invaluable assistance to parolees.

OutCARE supports people leaving prison to rebuild their lives, reconnect with family and work towards a positive future. This includes helping with immediate practical needs on release, linking with employment, training and community supports and exploring longer term goals. The program has contributed to a reduction of recidivism and helps address the overrepresentation of Aboriginal people in the justice system.



OutCARE staff in Alice Springs celebrate receiving the Commissioner's Commendation Award.



Pastoral care in prison

Betty was experiencing depression, withdrawn from other inmates and uncooperative towards corrections staff. Still with time to do in prison, she expressed little hope in a happier life, until one day receiving a visit from our Prison Chaplain.

During their first meeting, Betty said she had been praying that someone would come to visit her and bring some books. After being encouraged by the Chaplain, Betty chose to attend a 10-week Bible class and an art class. The Chaplain's friendly visit made a real difference for Betty and is helping her adjust to life in prison.

Above: Senior Chaplain Julie Toomey meets with Prison Chaplain Tim Johnson

Religious services, activities and pastoral care are provided each week by personnel from Christian and other faith traditions. Support services are available to people in correctional facilities, their families and centre staff.



Women from our Aged Care services in Nhulunbuy take part in activities at the Midawarr Day Out.

Services for older people

Anglicare NT recognises older people have the right to continue living a full and rewarding life with access to supports that respect their individual choices. Our services help people maintain health and independence, remain in their homes, reduce the risk of isolation and strengthen links with the community.

Services in Darwin, Katherine, Alice Springs and Gove Peninsula include activities under the Commonwealth Home Support Program (CHSP) such as in-home support (personal care, meals, transport, home maintenance), individual and group social support, carer support (respite services) and assistance for older people who are homeless. We also provide support through the Community Visitors Scheme and Home Care Packages (HCP).

Highlights

- In 2019-20, **610 older people received support and practical assistance** from Anglicare NT.
- The life experiences and **continued contributions of older people in the Katherine community were celebrated** at a morning tea during Senior's Month. Regular group activities are also held throughout the year including games, bingo, trivia, art and craft.
- Staff attended an internal **Aged Care and Disability Forum** in February, which focused on preparing for accreditation reviews in both Aged Care and Disability services.
- **Participant forums are being developed in each region** to ensure older people and their families have meaningful ways to contribute to program development.

- Older people from the **Social Support group in Alice Springs regularly visited a local early learning centre** in 2019. During visits, stories were shared and connections made.
- While social group activities were suspended in the Gove Peninsula due to COVID-19, **staff identified many people who were eligible to commence accessing individual aged care supports** and helped people establish plans.

"I was lonely, locked up feelings, no transport, powerless, maybe a burden. You have given me a sense of independence that was lost"



Catherine and Adiana spend time together.

Volunteers spent a total of 1821 hours visiting older, socially isolated people



Nyapanyapa, her sisters and staff member Ali visit our Head Office in Darwin.

Celebrating connections

Anglicare NT was honoured to welcome to our Head Office some of the Yunupingu sisters from North East Arnhem. The women were in Darwin for the opening of Nyapanyapa Yunupingu's exhibition, 'The Moment Eternal' at the Museum and Art Gallery NT.

The women were thrilled to see their beautiful works adorning the walls of our training room. The 'Seven Sisters' are a set of eight etchings about the ancestry of the seven Yunupingu sisters.

Nyapanyapa was accompanied by Djerrkngu Eunice Marika, Djakangu Dorothy Yunupingu and Dela Mununggurr and support person Ali Azzopardi. Some of the sisters participate in our Nhulunbuy activities.

During the visit, we shared in a morning tea of maypal (oysters) and were entertained by one of their favourite singers, Elvis Presley (aka Executive Manager, Terry Cleary).

Staying connected during the COVID-19 pandemic

In addition to the increased health risk, older people have been especially impacted by COVID-19 restrictions. Reduced contact with loved ones, friends and support systems left many feeling stressed and socially isolated.

During this challenging time, we sustained essential support services across all regions through innovative adaptations. Additional health and safety measures for staff and people requiring meal preparation, physical care, transport and assistance with shopping were implemented.

Staff made regular phone calls, did one-on-one visits, dropped off magazines and newspapers along with a special Easter delivery to help maintain connections with participants who couldn't attend their usual social groups. A new fortnightly newsletter in Alice Springs helped people stay in touch.

The Community Visitors Scheme changed the way volunteers connect with older people - instead of face to face visits letter writing, videoconference calls and online group quizzes flourished.



Aged Care staff in Darwin.

7,198 meals delivered to older people in their own homes



Meet Jill, staff member and volunteer

At the end of 2019, Aged Care staff member and Meals on Wheels volunteer, Jill Scott celebrated her 80th birthday. Jill moved to Central Australia in 1969, working at the old Alice Springs Hospital before venturing into the emerging tourism industry. Jill co-owned and managed four accommodation properties across Central Australia, including the well-known Glen Helen Lodge, from 1971 to 1993.

Jill returned to work in healthcare in 2000 and commenced with Anglicare NT in Aged Care services in 2012. Today, Jill still works part time and volunteers each week with the Meals on Wheels service. Alice Springs staff are proud to work alongside Jill and we thank her for the care, compassion and dedication she shows to our program participants.

Supporting people with disabilities

As a registered National Disability Insurance Scheme (NDIS) provider, Anglicare NT offers services to help people reach their goals and lead an independent life. Eligible NDIS participants work with Support Coordinators across the Territory to develop personal plans and connect with appropriate supports. We also provide a range of services such as in-home supports, skill development and community access.

The implementation of the NDIS in the Territory has at times not been easy, particularly for participants living in regional and remote communities. Anglicare NT has been at the forefront of working with the National Disability Insurance Agency (NDIA) and other providers to ensure all Territorians with a disability are able to utilise the scheme.

Highlights

- Following an audit conducted remotely, NDIS assessors recommended Anglicare NT receive **full compliance** for the core NDIS modules we provide. Assessors spoke with 20 of our NDIS service participants, all of whom said they were happy with the support they receive.
- In response to COVID-19, Anglicare NT rapidly adapted our services to **ensure people's support needs** continued to be met.
- **Reference groups** are being established at each of our sites to enable participants, their families and carers to influence service delivery. In Katherine, a small group of volunteers will be involved in providing input into the recruitment of Support Workers.
- Anglicare NT joined a working group led by Anglicare Australia to produce a **joint submission** into the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability.
- Executive Manager, Terry Cleary, accepted Anglicare NT's award **recognising 30 years of membership with National Disability Services (NDS)**, Australia's peak industry body for non-government disability service organisations.
- We **developed plain English 'service agreements'** to help people we assist fully understand how to access services, select from options and choose their own provider.
- East Arnhem participants enjoyed social activities after initial COVID-19 restrictions. We focus on wellness and cultural activities such as fishing, bush medicine, **bingo picnics by the billabong and outdoor games by the beach**. Integrated Living donated a new exercise bike for the strength and mobility class.



Darwin Disability Support team.

322 people
accessed disability
support services



Michael and his support worker Ryan display their artwork titled 'Healthy Town'.

Moving to meet goals

Support Coordinators work with eligible NDIS participants to understand their plan and budget, choose preferred support options, arrange assessments and prepare for NDIS plan reviews. Support Coordination services commenced in Darwin in 2018 but now extend to Alice Springs, Nhulunbuy and Katherine, supporting over 180 participants.

In 2018, our Support Coordinator in Katherine began working with Therese, whose unpredictable living arrangements were impacting her health and mobility. Eventually the situation became so strained that Therese's long-term carer could no longer look after her.

Therese worked with her Support Coordinator to find a way her immediate needs and aspirations could be met. Therese made the decision to relocate to Darwin, where she found accommodation and a wide range of supports. In Darwin, Therese re-engaged with school and focused on increasing her mobility with support from her allied health team. She continues to visit Katherine regularly and maintains close connections with family and friends.

Art classes and community access

In Darwin, East Arnhem and Katherine, a range of NDIS accredited supports help people remain connected to their community and lead independent lives. These services include skill development as well as in-home and community supports.

Michael has participated in the Darwin Community Access Program since 2015 and enjoys exploring different activities with his support worker. The pair regularly visit Crocodylus Park, where Michael has volunteered for three years. In 2019, Michael commenced art classes with the Top End Mental Health Consumer Organisation. He attends weekly classes with Ryan, and together they completed a wonderful artwork titled 'Healthy Town'. The artwork was exhibited and sold at a Mental Health Week art exhibition.

320 NDIS support plans developed



Pamela and her son attend a pop-up family event in Alice Springs.

Housing and homelessness

We understand individuals and families can become and stay homeless for many reasons, but the main drivers are domestic/family violence, financial crisis and a lack of affordable housing. Overcrowding in urban, regional and remote communities is also a major contributor to health, wellbeing and family issues and impacts educational and economic outcomes. Relationship breakdowns, mental health issues, alcohol and drug abuse, the lack of or sudden loss of employment can also effect people's ability to cope and find a way out of homelessness.

Anglicare NT provides transitional accommodation, community housing, homelessness prevention and practical support options tailored to meet people's needs and build pathways to better outcomes.

Highlights

- In its second year of operation, feedback from participants, Tenancy Managers and Mental Health Case Managers (during the Menzies evaluation) confirmed the **Housing Accommodation Support Initiative (HASI)** pilot is making a difference to the lives of people with a mental illness living in public housing.
- Benefiting from a NT Government Stimulus grant, properties in Alice Springs, Darwin and Katherine used for supporting people who are homeless were upgraded. This has greatly **improved the quality and amenity of both indoor and external areas.**
- In partnership with Anglicare Australia, we released our annual **Rental Affordability Snapshot** and called on government to invest in affordable housing and permanently raise the rate of Newstart/JobSeeker.
- We **strengthened feedback, data collection and case management systems** for our homelessness support services to ensure these are effective, accountable and responsive to the needs of individuals and families.
- **Creative, child friendly and community building activities were expanded in our transitional accommodation sites.** In Alice Springs residents, neighbours and organisations attended a 'meet and greet' and shared lunch. Children were entertained with circus activities, story time and face painting.
- Anglicare NT accommodation services **commenced using Chintaro, a property management database** designed to manage rent, bond, maintenance and property inspections. Centralised statistics and information will inform future management.
- **Registration as a Community Housing Provider** was achieved under the National Regulatory System for Community Housing (NRSCH), demonstrating our community housing complex and other accommodation services are well governed and meet needs.
- We joined peak bodies to lobby for an economic recovery that builds **strong and equitable communities**, supported ACOSS's Healthy and Affordable Homes proposal on energy efficient technology and Shelter's SHARP call for 30,000 new social housing dwellings.

HASI creates stability, connections and hope

Liz has lived with a long-term mental health condition and was persistently worried about letting down her three adult children, that someone might hurt her family and that she couldn't organise her life properly. After a referral from Territory Housing, our HASI Key Worker visited Liz regularly, supporting her to attend medical appointments and organising practical ways to manage daily life such as cleaning, scheduling bills and preparing for house inspections.

One year into her participation, Liz has reconnected with her oldest daughter, is more positive about the future and says she feels "a lot less scattered". HASI supports people like Liz, who suffer from a mental illness, to maintain their tenancy, access psychosocial support, develop life skills and improve quality of life. Menzies School of Health Research is working on a HASI evaluation that will provide further insight into participant outcomes.

71 participants supported through the Housing Accommodation Support Initiative

Breakfast pathways to support

People experiencing homelessness are starting the day with a healthy cooked breakfast through the 'Food Matters' initiative in Nhulunbuy. The breakfasts provide an opportunity for staff to engage and build rapport with people and help identify what support is needed. We take a practical approach, where needed people can use our facilities to wash their clothes and will be transported to Miwatj Health Aboriginal Corporation for a shower or healthcare check-up.

During COVID-19 restrictions and regional bio-security measures, breakfasts temporarily transitioned to a takeaway option as maintaining contact during this vulnerable time was especially important. Staff checked that people understood how to protect themselves from the virus, assisted them to find temporary accommodation and make plans to return to homelands.



Staff in Alice Springs prepare a barbecue for residents at the Community Housing complex.

Community housing

The Community Housing complex in Alice Springs is comprised of 22 two-bedroom townhouses. It is fully tenanted and in demand. This provides secure, affordable and well maintained properties along with a welcoming environment for tenants and connection to support services if required.

After initially staying in short-term transitional housing managed by Anglicare NT, Jeremy gained work as a cultural guide. The change in his financial circumstances meant Jeremy was no longer eligible to look for public housing and had to search for private rentals. After several unsuccessful applications, Jeremy was confronting housing uncertainty. Jeremy is relieved to have secured a more permanent home in the Community Housing complex.

64,209 nights of accommodation provided across the Territory

Suicide prevention training

Everyone in our community shares a responsibility to prevent suicide. Through the Top End Suicide Intervention and Awareness Training program (TESIAT), Anglicare NT trains people to recognise the signs of suicide and apply practical interventions.



Staff host a morning tea for World Suicide Prevention Day.

The two-day **Applied Suicide Intervention Skills Training (ASIST)** teaches participants to recognise when someone may be at risk of suicide, how to connect with the person to understand and clarify the risk, and ways to increase their immediate safety and link them with further help.

The half-day **safeTALK workshop** prepares people to become

suicide-alert helpers.

safeTALK-trained

helpers can recognise when someone is having thoughts of suicide and take action by connecting them with life-saving intervention resources.

In the 2019-20 financial year, our LivingWorks registered trainers conducted workshops in Darwin, Katherine, Maningrida, Nhulunbuy, Galiwin'ku, Jabiru and Milngimbi.

- 376 people trained across the Top End
- 228 people completed ASIST
- 148 completed safeTALK

Suicide and self-harm rates are unacceptably high in the Northern Territory, with a person taking their own life almost every week. Aboriginal and Torres Strait Islander people are especially at risk, being almost twice as likely to die by suicide than their non-Indigenous peers. We continue to collaborate with other organisations to help make a difference.

Opportunity shop

The ReStore opportunity shop is committed to building a sustainable community through the sale of quality pre-loved items.

The opportunity shop:

- saves household goods and clothing from ending up in landfill
- provides people with affordable, quality essential items
- creates informal pathways for customers to access other support services

In April 2020, we closed our Millner store and consolidated operations into Ludmilla to reduce waste and streamline operations.

We thank all our wonderful staff and volunteers for their many years of combined service and commitment to the community.



Kerrie and David welcome customers to our shop in Darwin.

Each week, an average of 375 people purchased pre-loved goods at ReStore

Partnership Support Service



Sharen Lake, Project Officer NT Department of Chief Minister; Christine Ross, workshop facilitator; David Curtis, Executive Manager Julalikari Council Aboriginal Corporation; Leonie Patterson, Executive Manager Anglicare NT; and Michelle McColm, Manager Child and Family Centres NT Reform Management Office.

Anglicare NT is proud to launch the Partnership Support Service (PSS) – a social enterprise that works together with Aboriginal organisations to deliver stronger services for community.

The innovative service has been established to support self-determination and strengthen our commitment to listening, learning and walking together.

The PSS is built on genuine partnership and supports Aboriginal organisations with their aspirations, long-term independence and sustainability, whilst in turn strengthening our own cultural competency. The team work to co-design services with partners while acting as a resource hub and broker to other specialist areas.



Amy Gordon, Senior Service Development Officer Anglicare NT; Linda Turner, Chair of Julalikari Council Aboriginal Corporation; and Deb Cane, Child and Family Centre Manager at the official opening of the centre.

Highlights

- In 2019, the Board of the **Julalikari Council Aboriginal Corporation**, based in Tennant Creek, formalised a partnership with Anglicare NT around growing and strengthening their capacity and establishing a new Child and Family Centre. Our Executive Manager of Cultural Safety and Partnerships, Leonie Patterson, worked closely with Julalikari to develop the new centre. Our embedded Senior Service Development Officer, Amy Gordon, supports service implementation.
- In West Arnhem, the PSS worked with the **Adjumarllarl Aboriginal Corporation** to implement their new Youth Diversion Program. Our PSS and Youth Support and Development teams provided mentoring, training and practice support and co-designed service documentation, policies and workplans.
- In Ngukurr, the PSS is working with **Yugul Mangi Development Aboriginal Corporation**. Initiatives include the development of a service to strengthen family relationships and children's wellbeing, locum management relief and support to develop a community strategy for preventing family violence.
- Our collaborative work has expanded with the **Council of Aboriginal Alcohol Programs (CAAPS)** and incorporates embedded workers, learning circles and shared activities.

Our staff

Anglicare NT staff are passionate about supporting Territorians to achieve healthy, safe and full lives. Staff embody our core values of hope, kindness, respect, fairness and integrity.

In response to COVID-19, Anglicare NT continued to deliver frontline services, working with individuals or smaller groups, and adapting to online responses when required. Flexible work arrangements were made available to staff while physical distancing protocols and prevention measure were established at all work sites. Our annual flu vaccination campaign was also rolled out earlier than usual.

At the end of the financial year, Anglicare NT employed 347 staff. The reduction in staffing numbers compared to the previous year largely relates to the closure of Out of Home Care services.

Recognition of service

Anglicare NT is proud to acknowledge staff who have been with us for ten years or more. We thank the following staff for their significant contribution, passion and commitment.

Adam Holme
Ann Buxton
Benita Bernabe
Chloe Yiannitsaros
David Hayes
Ellen Sercombe
Gavin Coehn
Geoffrey Crabtree
Hazel Trudgen
Helen Milminydjarrk
Julie Rothall
Kevin McMahon
Leigh Woolcock
Linda Wanang

Louise Tshinkobo
Michelle Parker
Mythily Krishnan
Nancy Choa
Naomi Havens
Paul Rodin
Philip May
Rosa Malpartida
Ruth Amerasekera
Sandra Ford
Sandy Graham
Stephanie Bradley
William Matchett

Equal Employment Opportunity

	June 2020	% of total staff
Female	267	77%
Male	80	23%
Aboriginal & Torres Strait Islander	54	16%

Staff by Location and Employment Type

Location	Full time	Part time	Casual	Total
Alice Springs	26	19	3	48
Darwin	115	65	37	217
Katherine	15	8	8	31
Nhulunbuy	13	10	3	26
Remote	0	0	25	25
Total	169	102	76	347



Staff celebrate achievements and share learnings at the Anglicare NT Leadership Forum.

Staff highlights

- Anglicare NT continued to provide regular **learning and development** opportunities such as cultural competency, strengths-based approaches, inclusive practice and specialist training.
- New **leadership and supervision training programs** gave managers the opportunity to connect with peers, develop in their roles, learn practical approaches and be trained in the 'Anglicare Way'.
- Our **staff chaplains** provided ongoing pastoral care to staff across the Northern Territory.
- Employees and their immediate family accessed free counselling through our **Employee Assistance Program**.
- Support for staff affected by **domestic and family violence** was strengthened through changes to leave entitlements.
- Our latest report to the **Workplace Gender Equality Agency** of the Australian Government demonstrates 73% of managers are female.
- Seven staff accessed **paid parental leave** and six staff accessed partner leave.

Strengthening our Aboriginal workforce

Anglicare NT recognises the significant contribution Aboriginal and Torres Strait Islander people have and continue to make in our organisation. The Aboriginal and Torres Strait Islander Workforce Development Committee resources organisational efforts to engage, recruit, retain, develop and support Aboriginal and Torres Strait Islander staff.

The Aboriginal and Torres Strait Islander Workforce Development Strategy 2020-25 focuses on strengthening our efforts as an employer of choice for Aboriginal and Torres Strait Islander people and ensuring services and workplaces are culturally responsive and safe. This includes recommending the use of 'Special Measures' when recruiting and developing career pathways for Aboriginal and Torres Strait Islander people.



Staff survey insights and opportunities

In August 2019, staff views on working at Anglicare NT were captured in our third consecutive bi-annual employee survey, run by Best Practice Australia (BPA). BPA use a perception-based survey to capture employee stories and benchmark Anglicare NT against other health and community organisations.

Survey responses demonstrate that our organisation is again in a 'Culture of Success', with 73% of employees experiencing a positive and engaging work life. Most staff believe Anglicare NT is a great place to work, committed to the people we work with, doing its best to adapt to change and striving for our values. Opportunities for improvement are being addressed with implementation plans developed on key themes.

Some promising survey results include:

- 84% of staff are proud of the organisation's success and achievements
- 82% think Anglicare NT provides flexible work practices
- 80% are optimistic about the future of the organisation

Above: Heather and Shania dress up for 'Flamingo Friday' in Katherine.

Our volunteers

Volunteers are central to creating a vibrant, connected and thriving society. At Anglicare NT, our volunteers support others in the community by delivering Meals on Wheels, providing transport, helping at our opportunity shop and visiting older people through the Community Visitors Scheme.

Highlights

- Volunteers with the ReStore opportunity shop in Darwin **collectively gave 2,808 hours** to help build a sustainable community. Volunteers help sort, display and sell pre-loved clothing, books and household items.
- Community Visitors Scheme volunteers spent **a total of 1,821 hours visiting older people at risk of social isolation** where they shared conversation, news, fun activities and friendship. During COVID-19 restrictions, volunteers adapted the way they connected with older people through letter writing, videoconference calls and online group quizzes.
- Meals on Wheels volunteers in Alice Springs **delivered 5,354 meals** during the year. Delivery of a meal and a quick chat makes living independently a possibility, preventing or delaying a transition into an aged care facility.

"I really enjoy the social interaction and assisting people to be able to eat well with a healthy meal"

- Steve Rogers, a loyal volunteer for 10 years



National Volunteer Week

During National Volunteer Week in May, Anglicare NT celebrated the generous contribution of our volunteers – giving thanks for their efforts that bring joy, connection and support to people across the Northern Territory.

Community Visitor Scheme volunteers celebrated National Volunteer Week at the Darwin Ski Club. Her Honour the Honourable Vicki O'Halloran AO, Administrator of the Northern Territory, joined the group and awarded volunteers with certificates to recognise their immense efforts. Recognition events were also held in Katherine and Alice Springs.

Above: Volunteers Liz and Steve deliver Meals on Wheels in Alice Springs.



Volunteers in Alice Springs are awarded during National Volunteer Week.



Volunteers from the Community Visitor Scheme in Katherine take part in an art workshop.

Quality and impact

To best meet the needs of people in the Northern Territory, Anglicare NT has a strong focus on quality and understanding the impact of our efforts. We take part in a range of accreditation, quality assurance and model fidelity processes and are committed to continuous improvement in service delivery, internal operations and community engagement.

Accreditation highlights

- In the 2019-20 financial year, we successfully completed the mid-cycle review for the **QIC Health and Community Services Standards** and the **National Standards for Mental Health Services**. The review demonstrated our progress on quality improvement actions and showcased the heart, soul, productivity, effectiveness and impact of what we do.
- NDIS services went through a comprehensive audit. Assessors recommended to the NDIS Quality & Safeguards Commission that Anglicare NT be registered as an **NDIS Provider**.
- Our **headspace services** underwent several external audits including the Individual Personal Support Fidelity, the headspace Model Integrity Framework assessment and the Early Psychosis Prevention and Intervention Centre Model Integrity Framework assessment which resulted in a 'Superior Fidelity' rating.
- Anglicare NT was successful in becoming registered as a **Community Housing Provider** under the National Regulatory System for Community Housing (NRSCH).

Keeping Children and Vulnerable People Safe

The 'Keeping Children and Vulnerable People Safe Committee' was established in early 2020 to champion our planning, compliance and continuous improvement activities for keeping the children, young people and vulnerable people who access our services safe.

To understand what we do well, what else we need to do and to promote wellbeing, we surveyed staff, reviewed policies and procedures, audited regional programs and interviewed key volunteers and stakeholders.



Staff in Katherine discuss continuous improvement initiatives during a Child Safe Workshop.

Measuring our impact

Feedback surveys from Aged Care participants indicate **older people have strong trust** in Anglicare NT and our services make a genuine impact on their daily lives, supporting them to remain independent, healthy and socially connected.

An internal review of the **Refugee and Migrant Settlement Service** (RAMSS) found it to be a valuable service, providing much needed support for new arrivals as they navigate life in Darwin and Palmerston. A key strength is the ability for a person to receive long-term wraparound support when they need it, for up to 5 years.

'**The Prisoners Journey**', a gospel knowledge program delivered by our Prison Chaplain and committed volunteers in Darwin, was evaluated. Participants shared that they felt stronger from spending time exploring their faith and being part of something bigger than themselves, their everyday life and worries in prison.

Anglicare NT participated in 10 accreditation, quality assurance and model fidelity processes

Environmental sustainability

Anglicare NT recognises that a safe and healthy environment is integral for people to live a full life. We are proud of our environmental achievements this year. The link between environmental degradation and climate change on social and health outcomes has driven us to review how we can contribute to a more sustainable future.

With funding support from the NT Department of Trade, Business and Innovation, Anglicare NT commissioned Edge Environmental Consultants to assist in developing a three-year Environmental Management Plan. The plan includes an audit of our activities and a carbon emissions profile that will inform future actions and help reduce our environmental footprint.

Edge found that in 2019-20, our biggest impact area was procurement at 41% of our total carbon footprint. This footprint consists of the carbon produced when creating and transporting purchased goods and services. The fuel we burn as part of our work was also a large portion at 24%. While business travel made up 6% of the total carbon footprint for 2019-20, this is likely lower than average due to COVID-19 travel restrictions.

Our next step is to implement key recommendations from the Environmental Management Plan. We will also refine our system for capturing and reporting on environmental indicators so we can track and publish results each year.

Emission Source	2019-2020 Baseline CO ₂ -e (tonnes)	Proportion of total %
Purchased goods	1,208	41%
Fleet and fuel	686	24%
Employee commuting	691	23%
Business travel	184	6%
Electricity	147	5%
Waste	29	1%
Total	2,945 t CO₂-e	100%
Total per FTE	9.5 t CO₂-e	
Reduction measures		
Renewable energy	-13.91 t CO₂-e	Solar panels generated 9% of Anglicare NT's total electricity

Envirocare

Envirocare is a group of staff members who volunteer to raise awareness of environmental issues. During the year, Envirocare coordinated a submission to the NT Government's Climate Change Response, a paper-reducing competition (the Cardboard Cup) and encouraged staff with a dedicated 'Ride to Work Day'. We are pleased site specific initiatives have increased such as compost bins, soft plastic recycling, re-usable morning tea plates and veggie gardens.

Right: Leah and Talisha from headspace Darwin are congratulated for each riding 15km on Ride to Work Day.



Financials

This financial year, total income increased by 6.3% to \$42.1m. The strategic draw-down of retained prior year surplus continued, along with Board and Management's commitment to subsidising delivery of NDIS services. The strategic projects implemented are intended to both improve future service delivery quality and the efficiency of ongoing operations.

The COVID-19 pandemic had a negative impact on investment valuations, and while limited stimulus funding was provided for some programs, this was offset by increased spending required.

The 2019-20 year end result was (\$21,107).

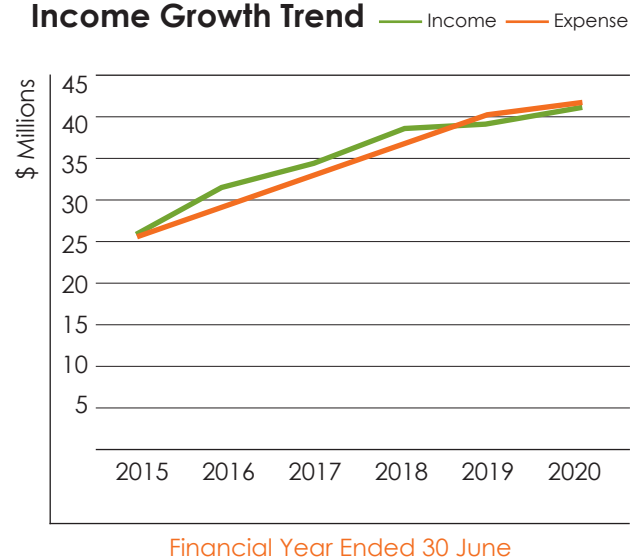
Trends 2015 – 2020

Anglicare NT's equity at year end was \$10.1m, with equity growth for the five year period to 30 June 2020 being 7.1% per annum. This equity balance supports our continued operations, and provides flexibility to invest in future capacity, such as the purchase of the Ludmilla site.

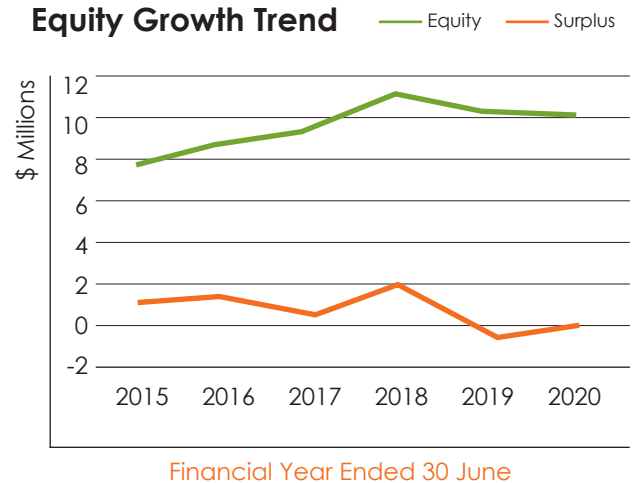
Grant Funding Sources 2019 – 2020

Anglicare NT is supported by a range of funding sources. This financial year, total NT Government funding decreased due to ceasing delivery of Out of Home Care services. In contrast, Australian Government and other funding increased, notably in the areas of Mental Health and Disability support.

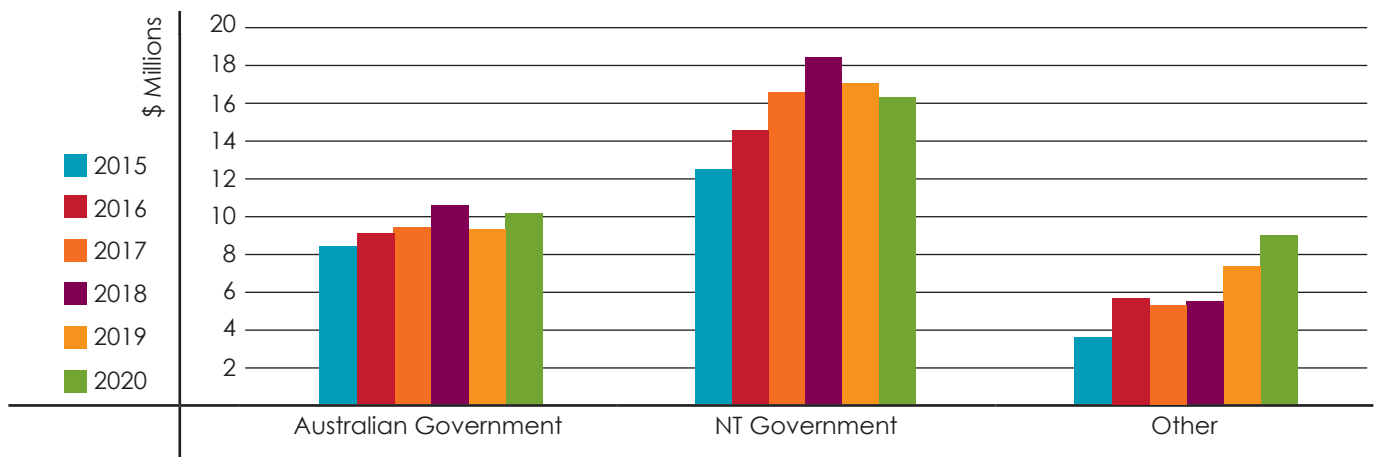
Income Growth Trend



Equity Growth Trend



Grant Funding Sources



Financials

Anglicare NT Statement of Profit and Loss and Other Comprehensive Income for the Year Ended 30 June 2020

	2020 \$'000	2019 \$'000
REVENUE		
Grant revenue	34,715	33,427
Other revenue	7,361	6,151
TOTAL REVENUE	42,076	39,579
EXPENSES		
Employee expenses	28,822	28,508
Depreciation & amortisation	3,620	720
Client support services	2,612	2,356
Administration	3,180	2,560
Motor vehicles	868	923
Information communication technology	772	1,406
Property	1,223	2,919
Travel	582	778
TOTAL EXPENSES	41,679	40,170
NET CURRENT YEAR SURPLUS/(DEFICIT)	397	(591)
OTHER COMPREHENSIVE (LOSS)/INCOME		
Fair value remeasurement gains/(losses) on financial assets	(418)	(387)
TOTAL COMPREHENSIVE (LOSS)/INCOME FOR THE YEAR	(21)	(978)

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

Anglicare NT Statement of Changes in Accumulated Funds for the Year Ended 30 June 2020

	2020 \$'000	2019 \$'000
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	6,649	8,058
Trade and other receivables	445	1,676
Other current assets	1,186	711
TOTAL CURRENT ASSETS	8,280	10,445
NON-CURRENT ASSETS		
Financial assets	5,463	5,814
Property, plant and equipment	4,747	3,598
Right-of-use assets	6,208	-
TOTAL NON-CURRENT ASSETS	16,418	9,412
TOTAL ASSETS	24,698	19,856
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	4,397	5,716
Employee benefits	2,087	2,004
Lease commitments	2,610	-
TOTAL CURRENT LIABILITIES	9,094	7,720
NON-CURRENT LIABILITIES		
Trade and other payables	146	118
Borrowings	455	494
Employee entitlements	1,350	1,361
Lease commitments	3,511	-
TOTAL NON-CURRENT LIABILITIES	5,462	1,973
TOTAL LIABILITIES	14,555	9,693
NET ASSETS	10,143	10,164
EQUITY		
Retained surplus	10,488	10,090
Reserves	(345)	74
TOTAL EQUITY	10,143	10,164

Note:

The introduction of new Accounting Standards AASB 16 has required changes in the treatment of depreciation and leases. This results in changes to the Balance Sheet but no net changes to equity.

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 2020, 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 2020 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.

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/ar4.pdf

This description forms part of our auditor's report.

A stylized signature of 'BDO' in a handwritten, cursive font.

BDO Audit (NT)

A stylized signature of 'C Taziwa' in a handwritten, cursive font.

C Taziwa

Audit Partner

Darwin, 29th October 2020

Acknowledgements

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 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 Disability Insurance Agency (NDIA)
Northern Territory Primary Health Network (NT PHN)
Wise Employment

Memberships and Registrations

Anglicare Australia
Australian Health Practitioner Regulation Agency
Australian Institute of Company Directors
Australian Psychological Society
Child and Family Welfare Association
Community Housing Industry Association
Family Matters
Family Relationship Services Australia
Foodbank Northern Territory
Fundraising Institute of Australia
Governance 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
NT Council of Social Services (NTCOSS)
NT Mental Health Coalition Inc.
NT Shelter
Refugee Council of Australia
South Australia Financial Counselling Australia (SAFCA)
Suicide Prevention Australia
Supply Nation
Volunteering SA & NT Incorporated



Above right: Young people in East Arnhem celebrate culture and identity while filming the Ochre Challenge TikTok video.



Head Office: 60 Winnellie Road, Winnellie NT 0820

Postal Address: PO Box 36506, Winnellie NT 0821

☎ +61 8 8985 0000

@ anglicare@anglicare-nt.org.au

🌐 anglicare-nt.org.au

f /AnglicareNT

🐦 @AnglicareNT

in /anglicare-nt