



 **AnglicareNT**

Annual Report
2020-21



► Bishop's message

As Bishop of the Anglican Diocese of the Northern Territory, I am so proud of the work of Anglicare NT. Their contribution leads to so many people having greater fullness of life. This is a great witness to the care that our loving God has for the whole world. Our churches reach out in their own ways to the communities around them, but Anglicare NT as an organisation has much more capacity to do this in a broad and systematic way.



This is particularly important amidst the ongoing challenges of the COVID-19 pandemic, when so many people need extra support and positivity. Anglicare NT's work with those who are isolated, homeless, in prison or recently released, experiencing family violence, raising families in hard circumstances, facing mental health issues, and in many other areas, makes a huge impact. I have been very encouraged by the stories I have heard of lives changed for the better through Anglicare NT's work.

In the last year, Anglicare NT has been able to work more closely with some of the remote parishes that have been part of the Anglican Church for more than 100 years, such as Ngukurr, partnering with local Indigenous organisations. As you read this Annual Report, I urge your ongoing support and prayer for Anglicare NT in the year ahead.

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

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.

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► Chair's reflection

The 2020-21 year has again been eventful! As the COVID-19 pandemic evolves with lockdowns, vaccination programs, border closures and openings and the recently announced restrictions on movement for unvaccinated workers, life and their daily challenges continue for the vulnerable people we serve.

I wish to thank Anglicare NT's talented, enthusiastic and committed staff and volunteers, led by Dave Pugh and the executive team, who have risen to the challenges and continued to innovate and adapt in the delivery of much needed services to our clients throughout these difficult times.

We look forward to meeting the challenges in the coming years and our planning continues with the preparation in the coming months of our next Strategic Plan for 2022-25.

As part of our annual cycle of meetings, the Board travelled to Katherine and Alice Springs in 2021 to meet with our local managers and staff. These visits form a critical part of informing us in the decisions we make and how best our organisation can continue to meet the needs of our wide-spread Territory communities.

In Alice Springs, we launched our new Stretch Reconciliation Action Plan (RAP) for 2021-24. This is our third RAP and confirms Anglicare NT's commitment to reconciliation and the practical steps we plan as part of our reconciliation journey. Amongst other things, in our latest RAP, we have committed to continuing with a range of initiatives including our Partnership Support Service and reaffirmed our commitment to continue building genuine and sustainable relationships with First Nations people.

Richard Giles,
Chair of the Board



Top: Anglicare NT Board members and staff meet in Katherine.

Left: Camilla Krauze and Justine Rogers from Yugul Mangi Aboriginal Development Corporation at the We Grow Them Up Learning Forum.

Right: Young people from Katherine prepare for Couch Surfing races, held on Youth Homelessness Matters Day.



► CEO's report

In our recent external accreditation conducted under the Quality Improvement Council Health and Community Services Standards, Anglicare NT received much praise. Auditors applauded our service quality and heard from service users that staff genuinely cared and were thorough. Peers in our sector said that Anglicare NT contributes to other agencies, particularly to the growth of Aboriginal organisations. But one comment stood out to me – “at Anglicare NT all staff are leaders”. The external auditors added, “all staff understand what is required, they contribute to improvements and take initiative.”

Martin Luther King Jr stated that with the hard work and passion of good people the “arc of the moral universe is long but it bends towards justice.” Across the Northern Territory, we see communities and organisations taking initiative and responding to needs to bring about justice and fairness.

In this Annual Report, the stories, numbers and photographs reflect the innovation, genuine care and leadership occurring both within Anglicare NT and beyond to bring about this change. Recently in Arlparra Community, I met with Elders from remote homelands planning new services to give children a good start in life. In East Arnhem once again we celebrated with communities their contribution to children's development at the We Grow Them Up Learning Forum. Across the Territory, we see volunteers caring for the elderly and young people leading through art and resilience.

In the Northern Territory we have many challenges, but also many grassroots responses to those challenges. Leadership doesn't just come from those in authority, it comes from every one of us – staff, volunteers, neighbours, committee members and managers.

As we launch this Annual Report, we are pleased to celebrate the milestone of 100% first vaccination for staff and volunteers. We enter 2022 confident that we will face new challenges with kindness and professionalism, doing what we say we'll do and living with hope and optimism. Together we can move the arc towards justice.

Thank you to all staff, volunteers and Board members for your work on this long journey.

Dave Pugh,
Chief Executive Officer



18,090

people directly
supported across
the Northern Territory



368

staff members provided
a range of services for
individuals, families and
communities



CEO Dave Pugh visits Arlparra Community in the Barkly region.

► Progressing our Strategic Plan

Our Strategic Plan guides the direction, goals and priorities of Anglicare NT and sets out how we achieve 'a full life and social justice for all'. Importantly our work includes direct support for individuals, families and communities, advocacy and joining up with partners to strengthen local service systems. Key achievements from the 2020-21 financial year are outlined below.

Support & Services

A major evaluation was finalised and the highly successful **Housing Accommodation Support Initiative (HASI)** was expanded to Katherine to provide psychosocial support for people living with mental illness and residing in public housing.

Through continuous advocacy efforts funding has now been secured for a **new headspace Palmerston satellite service**. With consultation and design work underway with young people and stakeholders, the new service will open in 2022.

Policy & Advocacy

In conjunction with Anglicare Australia we undertook the **Annual Rental Affordability Snapshot for the NT**. This revealed low vacancy rates, increased prices and the continuing inaccessibility of the housing market to people with low incomes in the NT.

Our sustained advocacy efforts helped Centrelink recipients be **repaid bank fees and secured permanent changes to banking practices**. We raised awareness about the impact of increases in online gambling.

Partnerships

Our **collaborations with Aboriginal Controlled Organisations** grew exponentially in 2021. We joined efforts to write proposals, provided HR, supervision and recruitment services, exchanged staff and learned from each other.

We worked closely with our Staff Chaplains to roll out **Anglicare Sunday events across Anglican parishes**. This creates increased understanding of Anglicare NT's work and helps us explore ways to work more closely to meet community needs.

People & Culture

We updated our **Aboriginal & Torres Strait Islander Workforce Development Strategy and Implementation Plan** to increase access and opportunities, and better recognise cultural knowledge as essential criteria for designated positions.

An internal **COVID-19 vaccination awareness campaign and consultation process** was rolled out for staff and volunteers and we increased prevention measures as the NT moves towards borders opening.

Management & Governance

The **Aboriginal Reference Group** was established to inform Board and Management on how to embed cultural competency and make Anglicare NT a great place for Aboriginal people to work.

We consolidated the focus of the Care Governance Committee and introduced the **Community Services Continuous Improvement and Risk Committee** to help make sure our services remain high quality and to learn from incidents and feedback.

We **expanded the well regarded 'OutCARE' post release accommodation and support service** for men leaving prison. Originating in Alice Springs, we expanded to Darwin in 2021 supporting access to jobs and the chance to rebuild lives.

We **achieved accreditation/positive assessments** against Health & Community, Mental Health, NDIS, Community Housing, IPS and HIPPY standards. This included hundreds of interviews with participants, carers, staff, volunteers, partners and stakeholders.



We worked with Financial Counselling Australia to take action on the **impact of mobile and data plan sales in remote communities**. This led to a \$50 million fine for Telstra, the waiving of debts and changed practices.

We supported the NT and national 'Home Stretch' campaign to **extend the age of support to young people in statutory care from 18 to 21 years**. The NT Government has made some positive moves in this direction.



Our **Communities for Children initiatives worked with organisations** on the 'We Grow Them Up' Learning Forum in East Arnhem and a series of activities in Alice Springs to celebrate Children's Week and consultations with families.

2021 has seen a big focus on volunteers. We have recognised and celebrated their efforts, longevity and contributions to our OpShop, Community Visitors Scheme, Meals on Wheels and other areas.



We took a **deep dive into developing our third Reconciliation Action Plan**, working closely with Reconciliation Australia to ensure our targets and actions were both aspirational and provided next steps to achieve objectives.

Our employees are central to Anglicare NT's work. We **celebrated our high retention rate**, revamped our staff recognition process and **mapped our culturally diverse workforce** by surveying employee's place of birth.



Progress was made on our **5-year infrastructure plan** to make sure we have the right facilities in the right places, providing a safe and friendly environment for staff and visitors.

We **embedded our new Finance System and expanded functions within the HR system** to centrally capture volunteer information, COVID-19 vaccination data and increased compliance requirements.



► Board and sub-committees

Anglicare NT has a contemporary governance structure that has evolved over time to meet the strategic and fiduciary needs of the organisation.

Our Board of Directors provide leadership, direction and specialist expertise. Board Members volunteer their time and meet in regional centres on a rotational basis to ensure connectedness to the people, organisations and communities we support across the Northern Territory.

Board meetings and attendance July 2020 - June 2021

	Eligible to attend	Attended
Richard Giles	9	9
Greg Anderson	9	8
Howard Bath	9	9
Kate Beer	9	6
MunLi Chee	9	7
Clarissa Comerford	7	4
Donna McMasters	3	1
David Ray	9	8
Sally Yule	9	7
Leeanne Zamagias	1	1

Our Board is augmented by sub-committees and strategic reference groups:

- The **Audit and Risk Management Committee**, convened by Iain Summers (Independent Chair), provides the Board with advice on finance, sustainability, compliance and risk.
- The **Care Governance Committee**, convened by Dr Jo Wright (Independent Chair), oversees care and clinical practices with a focus on accountability, quality and continuous improvement.
- The **Governance Committee**, convened by Richard Giles (Board Chair), ensures the Board meets responsibilities through governance development, recruitment, training and evaluation of CEO performance.



L-r: Dave Pugh, Howard Bath, David Ray, Greg Anderson, Richard Giles and Kate Beer.



Sally Yule and Leonie Patterson meet with Katherine Aboriginal Reference Group members Miliwanga Wurrben, Maddy Bower and Robbie Friel in May 2021.

Aboriginal Reference Group

To ensure Anglicare NT remains culturally responsive and effective in its delivery of services to Aboriginal and Torres Strait Islander peoples, an Aboriginal Reference Group has been established in each of our four regions of work.

The Reference Group provides direct insights from Aboriginal and Torres Strait Islander leaders to the Board, CEO and Executive with a focus on organisational cultural competence, understanding of community needs, workforce development and partnerships. The group provides a pathway for relationship building and two-way learning, whilst also creating opportunities for interested parties to explore Board and Committee vacancies.

► Management

Anglicare NT's Executive and Senior management team bring experience, skills, deep knowledge and passion to their work. Combined with our network of Program Managers and Team Leaders, they provide support and guide staff and volunteers directly delivering services to Territorians.

We use a 'matrix' management approach which combines place-based support, NT wide program streams and special portfolios. We strive to build partnerships, ensure services respond to people's needs, that our operations are well connected to community and embedded in local services systems. We collaborate, work well with others and join forces with stakeholders to progress our advocacy work for a fairer society.

Management and staff are strongly committed to continuous improvement, strengthening feedback systems and integrating our learnings into improved practices and better services.

Anglicare NT is committed to developing leadership skills and provides opportunities for professional development and acting higher duties. Our managers 'jump in' when needed, are prepared to get their hands dirty, have strong ethical frameworks and are accessible.

This year, we bid farewell to Terry Cleary after eight years as an Executive Manager. We thank Terry for his wise leadership, compassion, legacy of improvements and NDIS advocacy work.

Executive Management Team



Dave Pugh
Chief Executive Officer



Ann Buxton
Deputy Chief Executive Officer



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



Operational Management Team L-r: Julia Wormer, Jemma Wood, Dira Horne, Sandy Graham, Tracey John, Camilla Krauze, Simone Pettiford, Rebecca Creek, Fiona Lodge, Katrina Hill and Kerry Boswell (absent - Andrea van der Werf).

► Reconciliation

The principles of self-determination for Aboriginal and Torres Strait Islander peoples are embedded in the way we work at Anglicare NT. As an organisation, we seek to understand and address the damage of colonisation and are deeply committed to two-way learning, cultural respect and cultural safety.

We envision a society that is fair and just, based on truth-telling and genuine relationships. A society that acknowledges and honours the shared histories and rightful place of Aboriginal and Torres Strait Islander peoples on their ancestral lands.

Key achievements 2020-21

- **Aboriginal Reference Groups** were established to provide direct insights from Aboriginal and Torres Strait Islander leaders to our Board, CEO and Executive Management Team.
- A network of **community advisors** from remote communities were engaged to support service delivery and ensure services are culturally responsive.
- We launched our **Aboriginal and Torres Strait Islander Workforce Development Strategy and Implementation Plan**.
- **Recruitment processes** were reviewed to include the introduction of identified Aboriginal and/or Torres Strait Islander positions.
- We formalised the establishment of Aboriginal and Torres Strait Islander **Staff Network Yarns**, learning circles and discussion groups.
- We grew our **Partnership Support Service** to support the goals and aspirations of Aboriginal Community Controlled Organisations.
- An Aboriginal owned business was engaged to design and manufacture 10 glass **Acknowledgement of Country** plaques, which are now proudly displayed in our offices.
- We joined the **Northern Territory Indigenous Business Network** as an Associate Member to support local Aboriginal and Torres Strait Islander owned businesses.
- We adapted to COVID-19 related restrictions to host, participate in and support events such as **National Reconciliation Week** and **NAIDOC Week**.



Betty Herbert and Tanya Kelly cut a NAIDOC Week cake during a staff event at our Ludmilla site.

Launch of new Stretch RAP

We launched our new Stretch Reconciliation Action Plan (RAP) in September 2021. The RAP reflects a continued commitment to reconciliation with a focus on employment, staff learning, service effectiveness and partnerships.

Led by our Reconciliation Committee and championed by our Board, CEO and Executive Management Team, the RAP captures the voices of Aboriginal and Torres Strait Islander staff, stakeholders, service participants and communities.



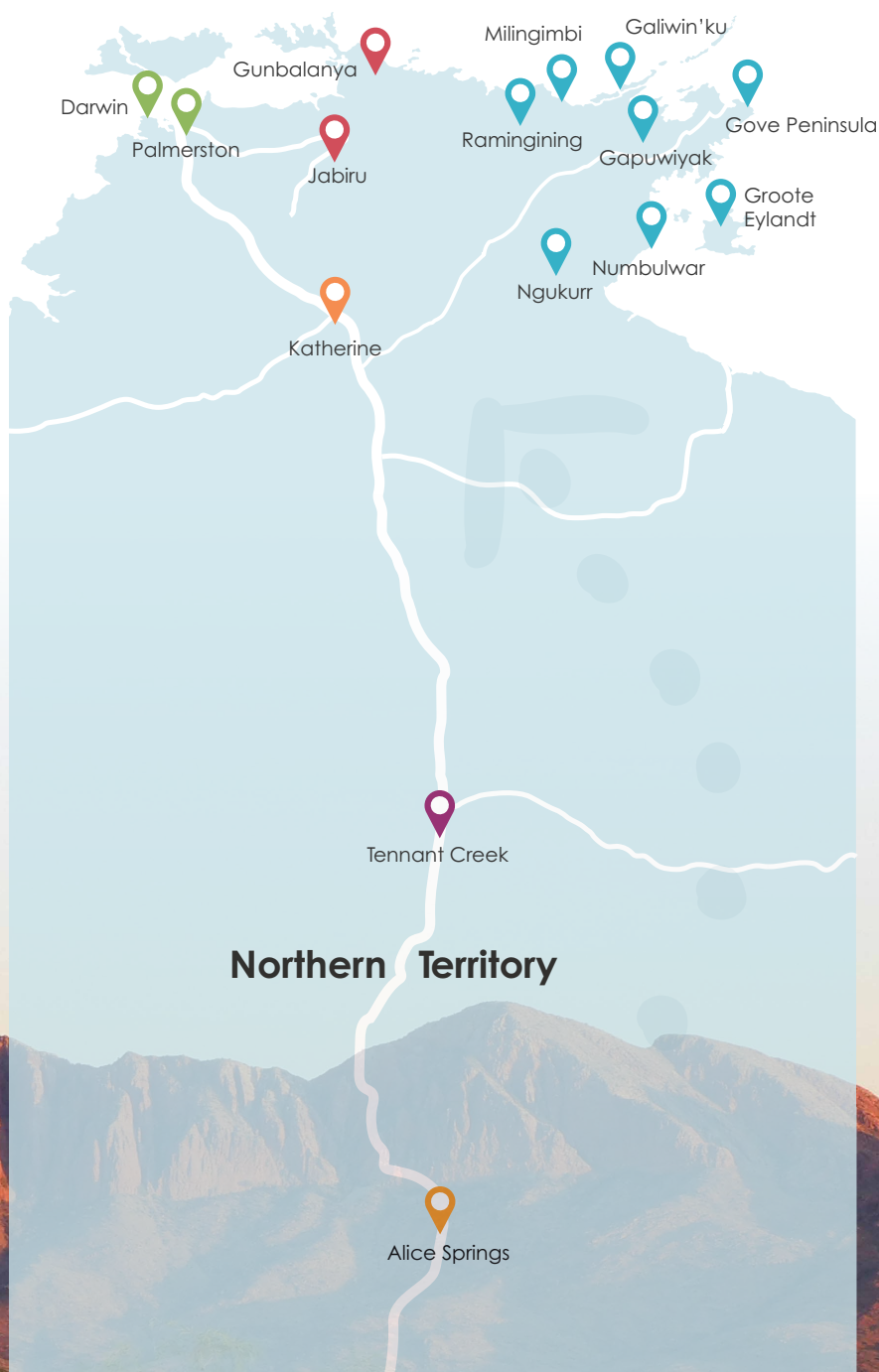
Richard Giles, Leonie Patterson and Margaret Furber at the launch of our new Reconciliation Action Plan in Alice Springs.

► Service locations

Anglicare NT provides practical support and assistance to individuals, families and communities. Services are delivered from operational bases in Darwin, Palmerston, Alice Springs, Katherine, Nhulunbuy and remote community outlets in East Arnhem, Groote Eylandt, Numbulwar and Ngukurr. Outreach services and partnership support is also provided in other regional centres and remote areas of the Northern Territory.

A summary of our services and locations can be found on the following pages.

To view a full list of services, please visit anglicare-nt.org.au



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)
- Galiwin'ku Community
- Gapuwiyak Community
- Groote Eylandt
- Milngimbi Community
- Ngukurr Community
- Numbulwar Community
- Ramingining Community
- Tennant Creek

► Summary of services

Services	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Early Childhood							
Communities for Children			✓		✓	✓	
Remote Community Playgroups						✓	✓
Play and Learn Support	✓	✓			✓	✓	✓
Families							
Child and Family Contact Service	✓	✓					
Family Skills Facilitator Service					✓	✓	
Home Interaction Program for Parents & Youngsters (HIPPY)	✓			✓		✓	
Intensive Family Parenting Support	✓	✓			✓		
Refugee & Migrant Settlement Support	✓	✓					
Young People							
Back on Track #U-Turn	✓				✓	✓	
Emergency Relief	✓	✓			✓		
Intensive Youth Support Services	✓	✓	✓	✓			
MeNTor Educational Support	✓	✓					
Moving On – Aftercare Support & Brokerage	✓	✓	✓	✓	✓	✓	✓
Moving On – Housing for Young People	✓	✓		✓			
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	✓	✓		✓			
headspace Darwin	✓	✓					
headspace Early Psychosis	✓	✓					
headspace Enhanced Care	✓	✓					
headspace Intensive Placement & Support (vocational)	✓	✓					
headspace Katherine				✓			✓
Housing Accommodation Support Initiative (HASI)	✓			✓			
Short Term Therapy Services	✓	✓		✓			
Suicide Intervention & Awareness Training	✓	✓		✓	✓	✓	✓
Prison & Post-Release							
OutCARE – Men's Post Release Accommodation	✓		✓				
Prison Chaplaincy	✓	✓	✓				

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)			✓				
NILS 4 Vehicles	✓						
Problem Gambling Financial Counselling	✓		✓	✓			
Housing & Homelessness							
Community Housing			✓				
Family Support & Accommodation				✓			
Housing Options Pathways Program	✓		✓		✓		
Transitional Accommodation	✓		✓				
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	✓	✓	✓	✓	✓	✓	✓
OpShop	✓						

This table is current as of 30 June 2021. Visit anglicare-nt.org.au for the latest information, as services and locations may change.

► Quality, accreditation and impact

Anglicare NT is focused on continuously improving our service delivery, internal operations, partnership approaches and community engagement.

We undertake a range of accreditation, quality assurance and evaluation processes that help us understand where our services are having the most impact and what we can do better to create lasting change for Territorians.

Highlights

- We met the requirements of our third assessment cycle of **QIC Health and Community Services Standards** and the **National Standards for Mental Health Services**. Assessors stated that we live and reflect our purpose and values, we are a collaborative organisation and we are passionate about the people we work with.
- Our headspace services in Darwin and Katherine both met requirements of the **headspace National Model Integrity Framework** accreditation. headspace Darwin Early Psychosis Program met Orygen fidelity and accreditation processes.
- We successfully re-registered with the **NDIS Quality and Safeguarding Commission** following a comprehensive external assessment that demonstrated practice standards are being met.
- **Community Housing Registration Compliance** was secured in May 2021, through the National Regulatory System for Community Housing.
- We **commissioned an independent consultant** to audit our Aged Care data and records.



headspace Katherine staff planning day.

QIC Health & Community Services Standards



National Standards for Mental Health Services



Registered NDIS Provider



Community Housing Registration



- We continued to seek feedback from service participants through the annual **'Tell Us What You Think - Survey'**.
- An Anglicare NT consultancy on **Tennant Creek Child Care** was completed, identifying opportunities to improve child and family wellbeing, such as a kinship care service.
- We established a new **Quality Accreditation Committee** to manage and streamline accreditation, quality assurance and registration processes.
- An external evaluation of the **Housing Accommodation and Support Initiative (HASI)** showed the program is having a positive impact on participant's lives by providing stability, security and practical support.
- **Quality awards** were presented to the Intensive Youth Support Service for their production of 'Trauma and the Brain' and the Play and Learn Support team, HIPPY Darwin North and the Housing Options Pathway Program for two-way learning and collaboration.

► Partnership Support Service

The Partnership Support Service (PSS) is a social enterprise that works together with Aboriginal organisations to deliver stronger services for community. Built on genuine partnership, the service supports Aboriginal organisations with their aspirations, long-term independence and sustainability.

The innovative service has grown steadily through positive relationship building and engagement with partners. We thank the [B B & A Miller Foundation](#) and [Newmont Corporation](#) for their philanthropic and corporate support for this initiative.

Highlights

- The **PSS fortnightly eBulletin** was introduced with news, grant opportunities and sector updates.
- We developed the **Staff Assistance, Learning and Training (SALT)** program to enable staff in regional and remote communities to receive one-on-one professional development with experienced cross-cultural coaches.
- Engagement commenced with several **ACCos located on Warlpiri land in the Tanami region** to discuss opportunities for support with funding applications, access to resources, training and mentoring.
- Our important partnership with **CAAPS Aboriginal Corporation** has grown. It was strengthened through developing collaborative funding proposals and providing backfill for a program management vacancy. Staff from CAAPS and our housing and family services connected through Yarning Circles for two-way learning in service delivery.
- Operational support with the new Child and Family Centre and kinship service continued alongside **Julalikari Council Aboriginal Corporation** in Tennant Creek.
- Further assistance was provided to **Adjumarllari Aboriginal Corporation** in Gunbalanya to support implementation of a local Community Youth Diversion program.
- PSS staff participated in **learning, development and networking** opportunities including Kriol language training and attendance at the Changefest conference.



CAAPS Aboriginal Corporation CEO Jill Smith and Deputy CEO Elizabeth Stubbs visit Dave Pugh and Julie Rothall at Anglicare NT.



1,300
hours of pro bono
support provided

Service development support in Ngukurr

A new Senior Service Development Officer was employed to work alongside **Yugul Mangi Development Aboriginal Corporation** in Ngukurr. Initiatives supported including the development of a new family relationships and children's service, co-design of the Ngukurr Family Violence Prevention Strategy and assistance with three funding applications.

Anglicare NT locum relief management was also provided. This enabled a long serving Yugul Mangi staff member to take a well-earned break, whilst providing a unique professional learning experience.

► Early childhood and children's services

All parents, carers and families want children to have happy, healthy and full lives. Our services provide opportunities for children and families to connect, learn and grow in safe, culturally connected environments.

The Home Interaction Program for Parents & Youngsters (HIPPY) in Darwin, Katherine and Milngimbi empowers and supports parents as their child's first teacher, giving children the best chance of a successful early school experience.

In Alice Springs and East Arnhem, our Communities for Children initiatives work with Community Partners to strengthen families and help create child friendly communities. Remote community playgroups in Numbulwar and Ngukurr engage parents, carers and children in culturally meaningful, play-based activities to build confidence, connections and supports.

Highlights

- The **Play and Learn Support (PALS) Resource** booklet, information cards, illustrations and training videos were updated. PALS is a bi-cultural tool for facilitating conversations about effective parenting, child development milestones and neural pathways.
- **Annual Training** for remote early childhood staff and community partners provided an opportunity to come together, map regional services and identify future priorities.
- East Arnhem Communities for Children introduced **initiatives for fathers** to support their role in parenting. Early learning resource packs were delivered weekly and a special Father's Day picnic was held in Milngimbi.
- Alice Springs Communities for Children partnered with the Todd Mall Markets for a **Children's Week Market Day**. The community celebration, attended by over 300 children and their families, provided fun and interactive spaces for children's voices to be heard.
- In May, the Child Friendly Alice initiative (supported by Communities for Children) hosted a **Family and Community Summit** to explore how we can work together to grow children up well. Over 200 Aboriginal families, children and workers from the sector attended.
- The HIPPY Darwin North early learning program successfully fulfilled the Assessment of Program Quality (APQ) and was **recognised for outstanding practice**.
- The Family Skills Facilitation Service, an East Arnhem Communities for Children initiative, worked with our Resolve Counsellor to deliver the **Datjala Parenting Program** for men transitioning from prison. The program focuses on strengthening parenting and community child rearing practices through an Aboriginal cultural lens.



6,096

children and families supported across the Northern Territory



269

children, parents and carers involved in remote playgroups

"I liked learning about the brain and all the simple ideas put forward to connect with children. It made me feel more determined to get back to my daughter when flights resume."

Datjala Parenting Program participant

We Grow Them Up Learning Forum

Anglicare NT hosted the 2021 'We Grow Them Up' Learning Forum on the Gove Peninsula in May. The event celebrates collaborative approaches and culturally meaningful, locally based early childhood, children's and family support initiatives.

Over three days, interactive activities and presentations were shared by delegates including East Arnhem Regional Council, Family as First Teachers, Families & Schools Together, Miwatj Health Aboriginal Corporation, Playgroup NT, Connected Beginnings and NAPCAN. The forum demonstrated a true commitment to cultural inclusivity, with sessions conducted in Yolngu Matha, Kriol, Anindilyakwa, Wuybuy and English.

Collaborations create change

Communities for Children initiatives in East Arnhem and Alice Springs engage local partners and community on ways to improve opportunities for children to grow up safe, strong and healthy.

In East Arnhem, we partner with Families & Schools Together to support at-risk and vulnerable families, and East Arnhem Regional Council to deliver nutrition and wellbeing programs. Recent consultations with local organisations and families will inform the development of the next 5-year Community Strategic Plan.

In Alice Springs, we currently partner with Akeyulerre, FAST NT and Relationships Australia. Our Community Services Directory helps connect families and service providers, while a monthly calendar promotes child-friendly activities and events such as National Aboriginal and Torres Strait Islander Children's Day.

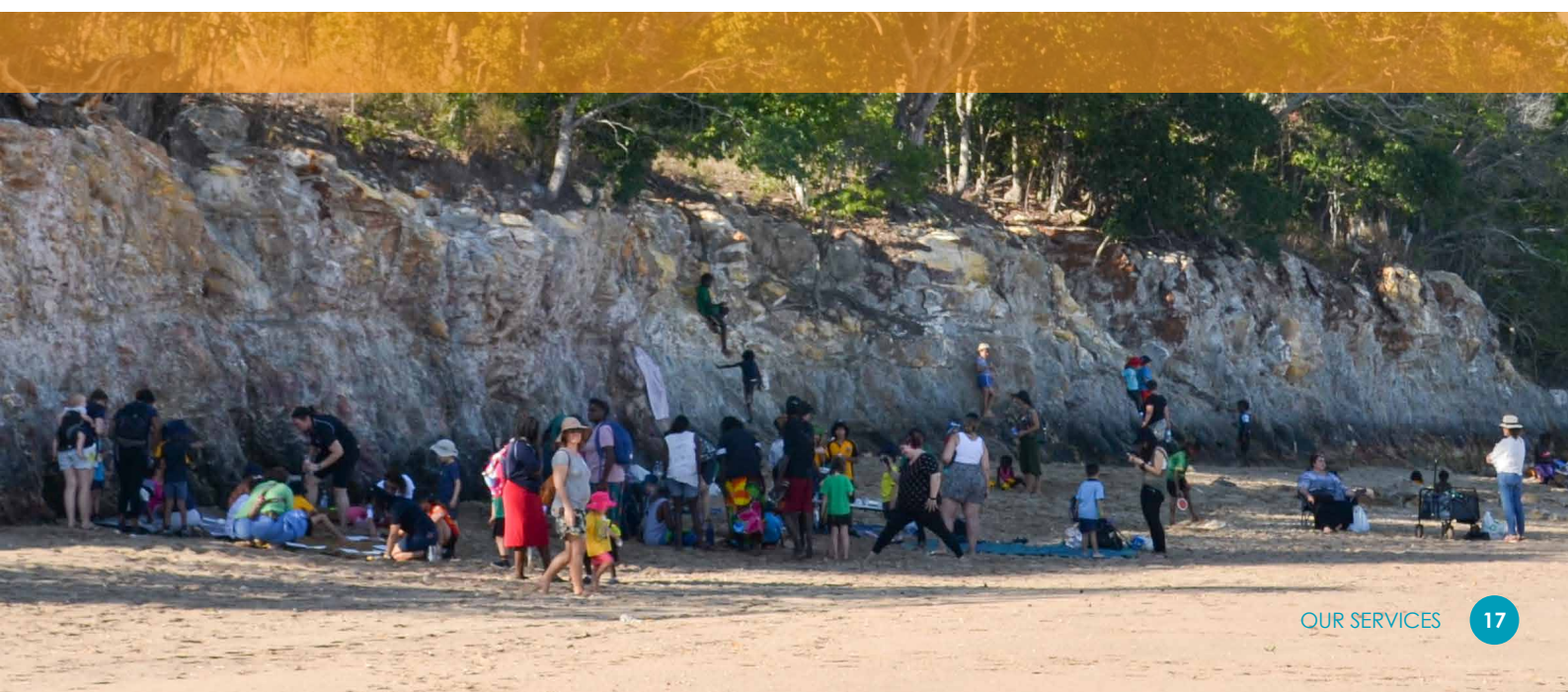


Above: Families enjoy an art activity facilitated by HIPPY Darwin.
Below: Cultural experience group outing at East Point.

Learning at home and together

Home Tutors from the HIPPY program support families to create home learning environments by reading, playing and sharing fun activities with their child. At regular group activities, local families meet to build new skills, friendships and support networks.

In Darwin this year, HIPPY participants from our Garaworra transitional accommodation complex were taught First Aid including CPR, wound care and treating fevers. In Milngimbi, group meetings have been expanded to the wider community to increase family engagement and kinship support, while in Katherine 200 families enjoyed a multi-service event in celebration of HIPPY Week.



▶ Youth support and development

Anglicare NT provides supports that help young people build resilience and skills, find their voice, connect to supports, contribute to community and prepare for adulthood.

Our services include intensive youth focused support and family friendly approaches, childbirth education, engagement and diversionary activities, emergency relief, short to medium term accommodation and information, referrals and advocacy. We work alongside young people, families and community partners to advocate for the needs of young Territorians and create innovative solutions to local challenges.

Highlights

- On National Youth Homelessness Matters Day, 20 teams of young people, including a group from Katherine and East Arnhem, joined our annual Couch Surfing event in Darwin to **raise awareness of youth homelessness** and local services.
- Through an exciting new **partnership with NT Major Events**, the eclectically decorated couches from Youth Homelessness Matters Day were displayed to over 30,000 people at BASSINTHEGRASS and NT Supercars.
- #U-Turn provides young people with **alternatives to detention and pathways out of the justice system**. In partnership with local Aboriginal organisations including First Steps Development Enterprises and Cross Cultural Consultants, activities focused on furthering education, employment opportunities and giving back to community.
- Interactive art, skateboarding, music and bush tucker activities were held during school holidays, as part of the **Youth Trax initiative**.



The Young.Strong.Dhapirk team from East Arnhem entered Couch Surfing races on Youth Homelessness Matters Day. Photo credit Tymunna Clements #LAUNCHmedia

Building resilience for positive futures

The Intensive Youth Support Service (IYSS) is a unique, targeted response to engaging and therapeutically supporting young people at risk of entering the child protection system. Supports focus on building resilience, recognising strengths and connecting with services. Importantly, IYSS works closely with young people's families to strengthen relationships and build parenting skills.

Since its launch in 2014, IYSS has supported 300 young people in Darwin, Palmerston, Katherine and Alice Springs. On a day-to-day basis, IYSS helps young people build confidence, address challenges and improve engagement in school, study and work.

"I have more trust now and feel more comfortable. I can speak up and ask if I need help with anything."

- Monthly **Urban Jam nights** were supported in Palmerston, providing young people with entertaining activities in an alcohol-free space.
- Young Aboriginal women in Katherine joined Elders from the **Banatjarl Strongbala Wimun Grup** to explore cultural identity and develop an increased sense of belonging, health, wellbeing, self-respect and self-care.
- **Weekly bush tucker trips** in East Arnhem provided opportunities for young men to build trust, relationships and cultural connection.
- Youth teams from across the Territory shared experiences and learnings at our annual **Youth Services forum**.



97%

ReConnect participants
had an overall
improvement in their
circumstances



1,937

young people supported
across the Territory



6,930

bed nights provided to
homeless young people

Preparing for parenthood

For over 20 years, Anglicare NT has supported pregnant young mums and young parents in the Greater Darwin Region through the Pandanus Childbirth Education and Perinatal support service. Pandanus provides group and one-on-one childbirth education classes, post-natal support, peer group activities, transport and referrals. It also increases awareness of healthy relationships and enables young parents to build positive support networks.

Pandanus works with families, GPs, Royal Darwin Hospital, Danila Dilba Health Service and other organisations to ensure young people get the right support at the right time. Over the year, Pandanus provided Childbirth Education to 65 young people and case management to 30 young people.

Overcoming homelessness

Alex* never planned to be homeless. Alex's mum suicided when they were a teen and then drifted apart from their dad as each dealt with their grief in different ways. When 16, Alex left home and had nowhere permanent to live. Scared and confused, Alex lost sight of what they wanted in life.

Alex stayed at a youth refuge for a short time before moving into temporary accommodation with Anglicare NT. After spending time with a case manager and learning life skills, Alex felt more grounded, was able to save some money and began studying at university.

"I am strong and brave. My journey has been long, and I know it will still be a while until I hit my goal. Slow and careful steps will allow me to get there."

Just because a young person becomes homeless, it doesn't mean they can't chase down their dreams. Success doesn't happen overnight, it takes time."

**name changed for confidentiality.*

Above: Young people join a bush tucker excursion on the school holidays.

► Young people in care and care leavers

In the Northern Territory, over 600 children and young people are in out of home care until their 18th birthday, with 35 to 50 leaving care each year.

Our innovative Making Education Outcomes Reachable NT (MeNTor) initiative supports young people in care enhance home learning, strengthen school engagement and improve educational outcomes.

The Moving On – Aftercare and Brokerage service assists young people transitioning out of care to live independently. It includes information about services, access to accommodation, brokerage and support for education, training and employment.

The Housing for Young People Program (HYPP) helps young people find safe and affordable places to live in the private rental market. Our role in this initiative is to provide case management support.

Highlights

- On **International Care Day**, we shared messages of hope, courage and resilience from young people with care experiences on social media.
- Our HYPP program **expanded to Katherine**.
- As a member of the **Home Stretch campaign**, we welcomed the NT Government's legislative commitment to allow young people to remain in current care arrangements or receive support until the age of 21. This decision comes on the back of advocacy to extend the leaving care age from 18 to 21 across Australia.
- **Participant surveys** revealed Moving On makes a significant difference in the lives of young people, giving them a stronger, better start to adulthood.

MeNTor kicks goals

This tailored two-year pilot, continues to successfully engage young people in care, their carers and schools. Demonstrated outcomes to date include increased grade averages and literacy levels, adaptability to school tasks and improved communication between homes and schools. Young people have developed a sense of cultural identity and connection and are more engaged in social activities such as basketball, CREATE and school holiday programs.



\$100,579

in brokerage assistance and TILA payments made to young people



100%

felt they were really supported by Moving On to cope with day to day living

Wrap around support for young people leaving care

When Bianca* transitioned from out of home care at the end of Year 12, finding somewhere to live wasn't easy. Moving On worked with Bianca to secure temporary share accommodation, before being referred to our Youth Accommodation Support Service. While Bianca focused on developing tenancy and life skills, our Housing for Young People Program soon found her a rental unit of her own.

Bianca's strengths of self-awareness, communication and patience were recognised by our HYPP worker, who continued to support her first steps to independence. Further assistance included access to critical mental health care, brokerage for household items and white goods, and assisting with setting goals for higher education and employment.

**name changed for confidentiality*



Saba shares positive messages on International Care Day.

► Counselling, mediation and family support

Life and relationships can get complex. We can feel overwhelmed when circumstances change. Seeking help early is important. Anglicare NT supports people to navigate difficult times, build healthy relationships, achieve goals and enhance wellbeing.

We offer general counselling for adults, young people and children, relationship counselling, post-separation support, mediation and parenting education. Specialised settlement support is provided for refugees and migrants who have arrived in Australia within the past 5 years. Additionally, our intensive parenting support service helps families in contact with child protection, while our child and family contact service provides supervised visits for families and their children.

Highlights

- **Intensive Family Parenting Support** (Darwin and Gove Peninsula) helps families meet the developmental and safety needs of their children. We assisted 45 families and 79% increased care and safety levels.
- A new **Community and Cultural Engagement Officer** helped improve cultural inclusivity, support for practitioners and service accessibility.
- A new initiative of the Refugee and Migrant Settlement Service focused on **building the capacity of women** who have experienced domestic and family violence.
- Counselling, Mediation and Family Support, HIPPY and Pandanus teams celebrated **National Families Week** at two community events in Darwin.
- During **Refugee Week**, members of the Congolese and Karen communities provided a special lunch for staff while sharing stories of their refugee journeys.
- Through a **Circle of Security** course, parents learnt ways to better understand their child's feelings, respond to needs and teach trust.



East Arnhem Intensive Family Parenting Support team.

Keeping children safe and connected

The Child and Family Contact Service enables children and young people in out of home care to maintain relationships and connection to family, culture and community.

Families are supported to strengthen parenting skills and create safe home environments to make reunification with their children possible. Over the year, we provided supervised contact sessions to 26 families, 10 of which successfully transitioned to unsupervised contact.

Collaborating to prevent family and domestic violence

The Refugee and Migrant Settlement Service (RAMSS) supports people to access housing, health, legal, education and employment options and provides citizenship information.

RAMSS has co-contributed to a *Strengths in Conversation* project, which identified sector needs in the area of preventing family and domestic violence within culturally and linguistically diverse (CALD) communities. The results identified service gaps and provide insight into different ways local organisations and government can keep vulnerable CALD community members safe.



1,047

people supported with counselling, mediation, family support or settlement

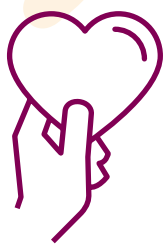


► Services for older people

Older people have the right to live meaningful lives and remain connected to the community.

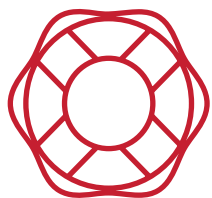
Anglicare NT provides support that respects individual choice and helps maintain people's health, independence, mobility and social connection.

Our services include in-home support (personal care, meals, transport, home maintenance), individual and group social activities, respite, assistance with care and housing, and the coordination of volunteer visitors.



11,244

meals delivered by
Meals on Wheels staff
and volunteers



25 years

Community Visitors
Scheme provided in
the Northern Territory



92%

of respondents felt
listened to and
respected by staff

Highlights

- This year the **Community Visitors Scheme** (CVS) was introduced in Nhulunbuy and continues in Darwin, Palmerston, Katherine, Alice Springs and Tennant Creek.
- The number of **Home Care Packages** provided in Darwin, Alice Springs and Nhulunbuy increased and we are supporting participants with higher care needs.
- Carers from the East Arnhem region had the opportunity to relax and gather bush tucker during a **respite trip** to Bremer Island.
- 11,244 nutritious meals were delivered in Alice Springs, Katherine and Nhulunbuy by our dedicated **Meals on Wheels** staff and volunteers.
- Our annual 'Tell Us What You Think - Survey' helps us better **understanding individual experiences** and identify areas for improvement. 91% of respondents agreed services assisted them a great deal or a lot in their day to day life, and 92% felt listened to and respected.
- Our feedback policy was **translated into Yolngu Matha**.
- Local **reference groups and participation forums** offered older people meaningful ways to contribute to program development.
- During **COVID-19 lockdown periods, services continued but adapted to needs** e.g. our volunteers sent letters, food parcels and phoned the people they usually visit in person.

25 years of volunteer visits

Anglicare NT is excited to celebrate 25 years of providing the Community Visitors Scheme (CVS). Since 1996, we have recruited, trained and supported volunteers to visit older people at risk of social or cultural isolation.

Volunteer visitors make a world of difference through conversation, news, fun activities and friendship. Some people also bring a special connection through a shared language, life experience or deep cultural understanding.

A drive from Yuendumu to Alice Springs is nothing for one volunteer, who drives around 300km to 'jam' with his older friend. Another participant has become more mobile and can help his wife in the garden again, after his volunteer visitor supported him to complete physiotherapy exercises.



Above: Djerrekngu and staff member Aroha share a fun afternoon at the beach.

Left: Jenny, Hazel and Alison join a group day trip.

Telling our stories

The stories of older people have been captured on camera as part of a compelling storytelling project in East Arnhem. Participants were proud to share significant moments from their lives and reflect on some of their experiences as older people living in the region.

Having navigated living in two worlds and the many changes that have occurred for Yolngu people over the years, the professionally produced videos are an important digital memory for family and community members. They also have the potential to help advocate for the needs of older people in the region and help explain the support which is available.

"Staff make me feel comfortable with personal care, kind friendship and helpful service."

"I couldn't do it without them."

"It just keeps me on my feet, makes life a lot easier."

Getting together in Katherine

Older people in Katherine regularly get together for social activities. One of the weekly highlights for many are seated strength workouts beamed via zoom into the Anglicare NT activity room. The classes, run by instructor Sharon Kelly, are designed for people over 50 years of age. Everyone is encouraged to work within their limits and listen to their bodies to improve strength and flexibility.

The back garden at the Katherine office has been transformed into a relaxing sensory space, thanks to feedback received from social group participants. The space is used regularly by groups as they work on projects, take part in art and craft activities and share morning tea.



Participants in Katherine join weekly seated strength workouts beamed in via Zoom.

► Supporting people with disabilities

Anglicare NT has long provided direct support to people living with a disability. We are a registered National Disability Insurance Scheme (NDIS) provider and help people connect, maintain independence and reach personal goals. Choice and control are important – our job is to listen to what people want and help make that happen.

Our dedicated Support Coordinators work with eligible NDIS participants to understand their plan and budget and choose preferred supports.

We also offer a range of other services across the Territory including home and social supports, skill development, carer respite and community access.

Anglicare NT works closely with stakeholders and peak bodies to advocate for improved access to the NDIS for people living in regional centres and remote communities.

Highlights

- We successfully re-registered with the **NDIS Quality and Safeguarding Commission** following an independent assessment against national standards.
- We ensured **essential services** were adapted and made COVID safe. This allowed us to continue helping with daily activities, while staff regularly checked in on people and rescheduled non-essential activities as needed.
- We experienced significant growth in the delivery of **NDIS Support Coordination** across the Territory.
- Participants in East Arnhem took part in regular **social group activities**, including fishing, weaving, outdoor picnics and games.
- Through NDIS individual support, participants **strengthened life skills** such as meal planning, shopping, cooking, budgeting, using public transport, banking and social skills.



Marty in sunny Queensland.

Life-changing holiday

Marty had lived in supported accommodation in Alice Springs for much of his life, with Anglicare NT providing disability support for over five years.

Though living in Queensland, Marty's brother Greg played an important part in his life. They spoke on the phone regularly but had not seen each other for many years. With supports in place, Marty visited Greg for a holiday in late 2020. The reunion was emotional, and the pair enjoyed sharing many activities and experiences together.

After returning to Alice Springs, Marty became increasingly withdrawn and packed his suitcase every day. Together with Marty's other care providers, Anglicare NT helped arrange a relocation, securing accommodation and a new Supported Independent Living (SIL) provider. From one short holiday, Marty was empowered to change his life and move closer to family.

Supports help people live a full life

Our broad range of NDIS services support people in all aspects of life. In the home, we help with personal care, housework, meal preparation, gardening and physical activities. People are assisted to develop independent living skills and through our community access program, participate in group activities, sport, shared lunches, art and craft.



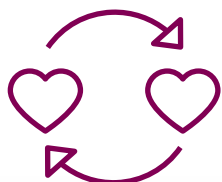
178

people assisted to
implement their
NDIS plans



304

people living with a
disability received
support



37,857

hours of service
delivery provided

Candice and Frank* are a young married couple living in their own home. A support worker helps them live independently by assisting with meal preparation and cleaning. Frank is being supported to develop skills in meal planning and grocery shopping.

When Tim* first engaged with our services, he didn't want to go out much. After some short, regular outings with his support worker, Tim began to feel more comfortable with leaving his house. Tim now goes swimming five times a week and is happier being able to exercise and socialise with others.

**names changed for confidentiality.*

Midawarr Day Out

Members of the Rirratjingu clan welcomed people from Nhulunbuy and surrounding communities to the second annual Midawarr Day Out. This networking and wellbeing event celebrates the unique contributions of people with a disability and older people. Participants enjoyed a catered lunch, singing and dancing, interactive games and wellbeing activities beachside at the Nhulunbuy Surf Club.

This collaborative event brings together numerous service providers including our Respite Aged and Disability team, East Arnhem Regional Council, Carers NT, ARRCs, Miwatj, Families as First Teachers (FaFT) and Dhupuma Barker College.

Below: Participants enjoy activities at Midawarr Day Out. Photo credit Scorched Retina Photography.



► Youth mental health and wellbeing

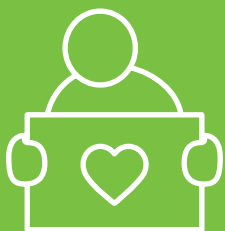
With a focus on early intervention, headspace services support young people to overcome challenges and learn how to manage their mental health for the future. Families, carers and friends play an important role in young people's lives and are encouraged to participate in services and activities.

Anglicare NT manages headspace centres in Darwin and Katherine. Professional staff assist young people with mental health, physical health (including sexual health), alcohol and other drugs, work and study support. Community engagement teams also visit schools, events and health clinics to raise awareness and enhance mental health literacy in young people, families and the broader community.



2,107

young people accessed headspace Darwin or headspace Katherine



671

community education activities and events held



25%

of young people involved in headspace identify as LGBTQIA+

Highlights

- After many years of advocacy, Anglicare NT is proud to commence development of a new **headspace satellite in Palmerston**.
- We doubled the number of **Social Emotional Wellbeing Workers**, increasing our capacity to provide strengths-based, culturally safe support and mentoring to Aboriginal and/or Torres Strait Islander young people.
- Young people who experience **disordered eating** have improved access to supports through a new partnership with the Royal Darwin Hospital.
- The flexibility of **telehealth** allowed young people to engage in services despite several COVID-19 lockdowns. Group programs quickly adapted to online and **healthy choices and social isolation strategies** were shared on social media.
- headspace Youth Ambassadors organised exciting community events to celebrate national **headspace Day** in Darwin and Katherine.
- A partnership with Edge Fitness has enabled access to an **exercise physiologist and dietitian** to support young people's physical wellbeing.
- Funding was secured to **reduce waitlist times**, as referrals to both headspace centres continue to rise each year.
- \$32,000 was raised by individuals, businesses and community groups through the **Push-Up Challenge**.
- Partnerships with Aboriginal medical services have **increased referral pathways** for Aboriginal and Torres Strait Islander young people and their families.

"I am now confident to say that I can move forward and live a better life."

Young person accessing headspace Darwin



Team Leader Community Engagement Ira and Peer Worker Laila hang out with therapy dogs on headspace Day.

Sharing the support journey

Imagine being able to share your healing journey with someone who has already been through this. Peer Workers at headspace Darwin and Katherine have their own experiences with mental health and are trained to support others in accessing services and navigating the mental health system.

Peer Workers provide information about different options for support and work closely with clinicians to improve outcomes for young people and their families. Family members and carers also help guide, support and assist others by drawing on their lived experiences of caring for a young person with mental health challenges.



Paediatric clinic staff from Royal Darwin Hospital deliver training at headspace.

Connecting on community

headspace Katherine travels to surrounding Aboriginal communities to connect with young people, families and community. This innovative outreach approach provides access to culturally responsive mental health support, while building relationships and linkages to telehealth services.

Regular visits were made this year to Jilkminggan, Beswick, Pine Creek/Kybrook Farm and Binjari. Strong engagement with Elders and community members continues to ensure services meet the needs of the community and young people.



headspace Katherine staff support the 'Take a Step' campaign for young Aboriginal and Torres Strait Islander peoples.

Functional recovery support groups

The Functional Recovery Program at headspace Darwin and headspace Katherine offers a range of group activities to help young people reduce anxiety, build healthy relationships and improve self-esteem.

Yoga, cooking workshops, dungeons and dragons, therapy dogs and drumming sessions are just some of the creative activities on offer. Young people who identify as LGBTIQ+ are supported to be themselves in the Prism group and Aboriginal and Torres Strait Islander young people can join cultural groups focused on healing on country.

Recent feedback from a mother of a young person described the cultural group as "life changing" and shared how happy she was to see her son and son-in-law's smiles each time they came home from attending.

► Housing and homelessness

Having a safe home is a basic human right and provides a foundation for connecting with education, employment and community life. But access to affordable housing is a challenge across the Northern Territory. There is a shortfall of rental accommodation, many people live in overcrowded conditions and we have the highest rate of youth homelessness in Australia.

Anglicare NT provides information, supported referrals, case management, outreach and tenancy support to people experiencing or at risk of homelessness. Importantly, we also provide critical transitional accommodation and community housing and broker access to other housing options. We continue to advocate for increased social housing stock to help address soaring rates of homelessness.



Alice Springs transitional housing complex now features a colourful mural by artist Melanie Gunner.

Community Housing

Community housing offers long-term, affordable accommodation for individuals and families on low to moderate incomes. In Alice Springs, we manage a community housing complex made up of 22 two-bedroom units. A focus this year has been on placemaking and beautification of the site to promote health, happiness, wellbeing and sense of community.

As one of just six registered providers in the NT, we are proud to have obtained Community Housing Registration Compliance as a Tier 3 Provider. Assessors found our policies and processes meet national standards and we are responsive to the needs of tenants.

Highlights

- 20 Housing Accommodation Support Initiative (HASI) participants now have **NDIS packages** to ensure long term supports are in place.
- The Food Matters **outreach initiative** in Nhulunbuy provided rough sleepers with free breakfast, laundry and access to supports.
- All accommodation sites implemented **COVID safe practices**. Information and personal protective equipment were provided, and we facilitated a pop-up vaccination clinic in Nhulunbuy.
- **Extensive renovations** were undertaken on our transitional accommodation properties through Stimulus Packages.
- **Spectacular bright murals** now adorn outside walls of several housing sites.
- We **celebrated 10 years of Garaworra**, a purpose-built transitional accommodation facility in Darwin.
- All families from the Housing Options and Pathways Program **maintained their tenancies** this year, after strengthening tenancy skills.
- Transitional accommodation participants completed **life skills training** on topics such as healthy relationships, parenting, employment, meal planning and budgeting.
- Staff came together from across all regions at our **Housing and Homelessness Forum**.
- During **Homelessness Week**, we supported a Link Up event in Darwin and joined with the Salvation Army Doorways Hub in Katherine for a movie and to serve meals to 100 people.
- Minister for Territory Families and Urban Housing, Kate Worden MLA **visited our accommodation complexes** in Darwin and Alice Springs to learn more about our approaches and support initiatives.

Quality of life for people with mental illness

The Housing Accommodation Support Initiative (HASI) assists people with a mental illness to maintain their tenancy, access psychosocial supports, develop life skills and enhance quality of life. This year, we were pleased to be able to extend this successful model from Darwin to Katherine.

The outcomes of the two-year external evaluation of HASI confirm positive change for participants. Participant's stability, connections, sense of security and physical health improved. People are supported to connect with services and live more independently. Others were enabled to access more intensive long-term assistance where required. Importantly, no participant has been evicted since HASI commenced. It really has made a difference!

"When you're with HASI, they give you stability. I couldn't ask for something better. My life was up in the air and I needed that direction, someone to have me and steer me along the right path."

HASI participant



1,209

people supported with housing or homelessness services



100%

of participants felt their life was better with support from HASI



62,825

nights of accommodation provided



Staff share resources at a Homelessness Week event.

Investment needed in affordable housing

With the release of the annual Anglicare Australia Rental Affordability Snapshot in April, Anglicare NT called on the government to urgently invest in more affordable homes and raise the rate of welfare payments.

On the snapshot weekend, 387 private rentals were advertised in the Northern Territory, but none were affordable for singles, single parents or couples with children living on the JobSeeker payment.

No properties were affordable for singles on the Age Pension or Disability Support Pension, and only 2% of properties were affordable for couples on the Age Pension.

Nobody should be forced to make impossible choices just to keep a roof over their head. The Australian Housing and Urban Research Institute shows that we currently have a shortfall of 6,700 social and affordable rentals across the NT and by 2036, that number is expected to grow to 14,500.

► Pre and post release support

Having access to supports while in prison, or when reintegrating into community, can make a world of difference to people who have been incarcerated.

In Darwin and Alice Springs, the OutCARE program supports people leaving prison to rebuild their lives, reconnect with family and work towards a positive future. Through tailored accommodation and individual support, people are assisted with practical needs on release.

Anglicare NT also auspices the Coordinating Chaplain program on behalf of the NT Council of Churches. Chaplains provide pastoral care, distribute books and Bibles, support religious services and coordinate visits from various religious groups.

Highlights

- Following its success in Alice Springs, this year **OutCARE was expanded** to the Darwin and Palmerston regions
- **Strong connections** have been formed between our OutCare teams and learnings are shared.
- Coordinating Chaplains maintained **strong relationships with local churches**. In Alice Springs, volunteers from seven church groups visited people at the Correctional Centre on a rotating roster.
- Through a collaboration with Prison Fellowship Australia, **a structured fellowship course, *The Prisoners Journey***, was delivered at the Darwin Correctional Centre.
- Copies of the Holi Baibul, the complete **Bible in Kriol language**, were distributed at correctional facilities.
- The Darwin Coordinating Prison Chaplain worked with several churches to raise money and arrange **the delivery of Christmas gifts** to men at Darwin Correctional Centre.

"I've changed in the way I'm thinking, I can change my behaviour for the better."

Participant of The Prisoners Journey



32

men transitioned from custody to supported accommodation



3,724

people in correctional facilities were supported by Prison Chaplains

Post-release support in Alice Springs

Anglicare NT has provided the OutCARE program for men leaving prison in Alice Springs since 2013. A coordinator and local Arrente caseworker deliver case management that is collaborative, strengths based, culturally appropriate and trauma informed.

OutCARE facilitates connections with local organisations, including Tangentyere Men's Behaviour Change, Congress Social and Emotional Wellbeing Service, Drug and Alcohol Services Australia, housing services and employment agencies.

This year, OutCARE assisted 27 men in Alice Springs to transition from custody into supported accommodation. Many secured employment, completed further education and training, and were re-united with family. Two OutCARE residents now manage a large retail outlet while another two are engaged by a local Indigenous counselling service working with people being released from prison.

OutCare is making a major difference in people's lives and decreases recidivism through creating opportunities for change.

► Financial inclusion

Anglicare NT helps individuals, families and communities navigate money worries, build financial resilience and plan for the future. Our Financial Counsellors and Capability Workers assist with information, advocacy, education and links to other services. Microfinance schemes support people on low incomes with no interest loans to access essential goods.

The East Arnhem Money Support Hub provides free culturally informed financial counselling, advocacy, financial literacy and education to individuals, families and groups. The team successfully navigates the complexities of remote service delivery and has met growing demand over the past year.

Highlights

- **Education workshops** were held with community groups and commercial gambling venues to raise awareness about problem gambling.
- We assisted with the **remediation of fees** to Centrelink-receiving bank account holders in Groote Eylandt, who should have been offered accounts with low or no fees.
- Our Problem Gambling Financial Counsellors **help people grapple with the impact of gambling debts**, preserving family assets and seeking assistance for their addiction.
- Following a **self-assessment** against national standards, an action plan for continuous improvement was developed.
- A joint **law reform submission** was made with Financial Counselling Australia about deceased estates and accessing ATO information on existing superannuation accounts.
- Staff from across the regions met in Darwin for the annual **Financial Inclusion Forum**.
- Financial Capability Worker, Belinda Walton, was awarded a **Jan Pentland scholarship** to undertake a Diploma in Financial Counselling.



1,387

people supported through a broad range of financial inclusion services

Making sense of super

Many Aboriginal and Torres Strait Islander people who live remotely have experienced challenges accessing the superannuation of a deceased family member. Barriers include the deceased not having a will, no nominated beneficiaries, names on birth and death certificates not matching and lack of marriage certificates.

East Arnhem Money Support Hub supports community members with education on wills, superannuation beneficiary nomination and accessing superannuation. They assist people to understand claiming processes, complete forms and refer to legal services if required. The team has worked with Financial Counselling Australia and the ATSI Network to advocate for law reform on improving remote-living family members access to deceased next of kin superannuation and death benefit insurance.



East Arnhem Money Support Hub staff facilitate a group education workshop in Gapuwiyak.

Fair sales practices

In conjunction with Financial Counselling Australia, the Indigenous Consumer Advocacy Network and consumer rights groups, we took part in advocacy focused on the impact of mobile and data plan sales to people living in remote communities.

In May 2021, Telstra received a \$50 million fine by the Federal Court after being prosecuted by the ACCC. In addition to the fine, Telstra were required to identify and remediate impacted people, provide digital literacy training in regions impacted and fund some financial counsellor visits to communities. Individuals in the East Arnhem region have had debts waived, refunds (with interest), removal of adverse credit listings and in some cases compensation for distress caused.

► Suicide intervention and awareness training

Every life lost to suicide is devastating. It causes untold grief for many; impacting on family members, friends, schools, workplaces and communities.

Anglicare NT delivers workshops that teach participants to recognise the signs of suicide risk and apply practical intervention skills. The evidence based two-day LivingWorks **Applied Suicide Intervention Skills Training (ASIST)** and the half-day **safeTALK** session help participants build skills and play a role in helping people get the right support at the right time.

Our experienced trainers provide ASIST and safeTALK across the Top End of the Northern Territory. In the 2020-21 financial year, training was delivered in Darwin, Katherine, Nhulunbuy, Jabiru, Gunbalanya, Kalano, Maningrida and Binjari, as well as Waruwi and Minjalang.

231 community members received ASIST training and 266 were trained in safeTALK. We also introduced the COVID-19 safe option of providing an online 90 minute Suicide Alert session where travel restrictions impacted.

"I feel much more aware and able to offer help to someone in my sphere of influence in work or family life."



497

people trained to help prevent suicides



97%

ASIST participants felt prepared to help a person at risk of suicide

► Opportunity shop

Anglicare NT helps to build a sustainable community and environment through the sale of affordable, secondhand goods at our Ludmilla OpShop.

A small dedicated team of staff and volunteers collect goods, sort items into saleable, recyclable or unusable, set up displays and provide a friendly customer service experience.

This year, we held regular 'special' sales days, reviewed pricing, refreshed displays and implemented new systems to support operations.

All profits from the OpShop go directly back into supporting our community services. Don't forget to give us a call if you are interested in volunteering!



286

people purchased secondhand goods on average each week



Volunteers Jane and Wanda have helped out at the Ludmilla OpShop for many years.



► Our staff

Anglicare NT staff are our greatest asset as they embody values of hope, kindness, respect, fairness and integrity. Staff bring expertise, commitment and a genuine desire to make a lasting difference in the lives of Territorians.

This year, staff showed adaptability in response to COVID-19 lockdowns, physical distancing measures and health precautions. We continued to deliver frontline services while modifying work arrangements and adapting service approaches. Internal education was also provided to staff on the safety and importance of getting vaccinated.

As at June 2021, Anglicare NT employed 368 staff across the Northern Territory.

Above: The new Counselling, Mediation and Family Support division meet for a team building and planning day.

Staff by Location and Employment Type

Location	Full time	Part time	Casual	Total
Alice Springs	26	15	9	50
Darwin	102	78	48	228
Katherine	16	12	8	36
Nhulunbuy	20	7	4	31
Remote	0	1	22	23
Total	164	113	91	368

Highlights

- Staff **learning and development opportunities** continued to be provided including cultural competency, strengths-based approaches, inclusive practice and specialist training.
- Several **work placements** were facilitated as part of the NT Government's 'Get Set in the NT' initiative.
- We progressed our **Aboriginal and Torres Strait Islander Workforce Development Strategy** and introduced identified positions.
- A new option for **purchasing annual leave** was introduced to increase flexibility for staff.
- **Pastoral care** was provided by our staff chaplains including support for staff separated from family during border closures.
- Free counselling was accessed by employees and their immediate family through our **Employee Assistance Program**.
- 15 staff accessed **paid parental leave** and 6 staff accessed **partner leave**.

Equal Employment Opportunity

	June 2021	% of total staff
Female	292	79%
Male	76	21%
Aboriginal & Torres Strait Islander	59	16%

Celebrating staff diversity

Anglicare NT is proud to have a culturally diverse workforce with staff identifying from over 40 different countries. We are also committed to growing our Aboriginal and Torres Strait Islander workforce. We value opportunities to learn from one another, celebrate cultural identity and ensure all staff experience an inclusive, positive and engaging work life.



Social work student Rose and Program Manager Thelma share traditional food during Harmony Week.

Supporting organisations with recruitment expertise

Anglicare NT is committed to strengthening the community services sector and Aboriginal controlled organisations. With a stable and experienced Human Resources team, we are pleased to offer HR related services and recruitment support.

This year, we partnered with Wurli-Wurlinjang Health Service, CAAPs Aboriginal Corporation, Ampilawatja Health Centre, Yugul Mangi Development Aboriginal Corporation and Julalikari Council Aboriginal Corporation to advertise, screen and recruit for positions at each organisation.

Recognition of service

Anglicare NT celebrates the passion, dedication and contribution of staff across the organisation. We acknowledge and thank the following staff who have been with us for ten years or more.

Adam Holme	Mardi Tschirpigg
Ann Buxton	Mark Muraru
Benita Bernabe	Michelle Parker
Chloe Yiannitsaros	Mythily Krishnan
David Hayes	Nancy Choa
Ellen Sercombe	Naomi Havens
Gavin Coehn	Paul Rodin
Geoffrey Crabtree	Philip May
Hazel Trudgen	Rosa Malpartida
Helen Milminydjarrk	Ruth Amerasekera
Julia Wormer	Sandra Ford
Julie Rothall	Sandy Graham
Kevin McMahon	Stephanie Bradley
Leigh Woolcock	Thomas Neville
Linda Wanang	William Matchett
Louise Tshinkobo	



Staff adapted to meeting online when travel restrictions limited face to face meeting opportunities.

► Our volunteers

Volunteering is an essential ingredient for happy and healthy communities. Volunteers both give and get back. Volunteering adds meaning to our daily lives and helps communities become stronger, more connected and inclusive.

Volunteers make a positive difference all the time but especially during times of great need or crisis. During the COVID-19 pandemic, Anglicare NT volunteers have engaged in extra training and complied with precautions as they continue to help us deliver essential services to care for the wellbeing of Territorians.

Anglicare NT volunteers deliver meals, provide transport, help at the opportunity shop and visit older people in aged care facilities or living at home who may be socially isolated.

During Volunteer Week in May, the Community Visitors Scheme and OpShop celebrated the efforts of volunteers at a catered picnic on the Nightcliff foreshore. Volunteers shared stories about their volunteer roles and the reasons why they volunteer. They spoke about belonging, contributing, sharing and having fun.



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volunteers contributed to Anglicare NT service delivery



Anglicare NT staff celebrate Wendy Portlouis' (second from right) 20 years of volunteering.

Celebrating 20 years of volunteering

We recognise and celebrate Wendy Portlouis' 20 years volunteering with the Community Visitors Scheme. The idea of visiting older people who may be lonely resonated with Wendy after she moved to Darwin from Melbourne and experienced the complexities of making new friends in a transient city. Wendy felt she could make a small difference to older people by providing companionship and connection to community and says she will never forget some of the people she has visited over the years.

"Volunteering allows you to make a meaningful contribution, stay engaged and connected to your community." Wendy Portlouis



Volunteers from the OpShop and Community Visitors Scheme celebrate National Volunteer Week in Darwin.

► Our supporters

Generosity, shared values and collaboration makes us stronger in our pursuit of a fair and just society. In addition to our many service delivery partners, Anglicare NT sincerely thanks the community, local businesses, parishes and funding bodies for their contributions and ongoing support this year.

Parishes

As an organisation founded by the Anglican Diocese, local **Anglican parishes** continue to be an important partner in our work. We were pleased to meet with parishioners during another year of Anglicare Sunday events in Darwin, Katherine and Alice Springs.

Our Staff Chaplains provided spiritual support to staff and helped facilitate several Clergy Breakfasts. Through long-standing relationships between remote churches and communities, we expanded service delivery support in areas such as Ngukurr.

Community

There are many **individuals** and **community groups** that have supported our work this year. Special thanks go to everyone who got involved in the 'Push Up Challenge' for raising an incredible \$32,000 for our headspace services. Students, local schools and family members of service participants were also highly engaged, hosting special fundraisers on our behalf.

Businesses

Many businesses and organisations are committed to supporting Territorians to reach their full potential. Through partnership, we can achieve this shared goal.

Newmont Corporation awarded us a grant of \$37,000 to expand our innovative Partnership Support Service and **Australia Post** provided a small grant for headspace Darwin. **Area9 IT Solutions** continue their monthly pledge to the Moving On After Care and Brokerage Service, and **Jacana Energy** donates a percentage from their customer surveys.

At our annual Couch Surfing event, **First Nations Broadcasting** donated \$81,000 of in-kind support and **NT Major Events** showcased our couches to over 50,000 people at BASSINTHEGRASS and Darwin Supercars. Bunnings, Lo Castro, Census, Buslink and many other local businesses also donated time, resources and prizes.

Funding bodies

Our services are supported by a range of funding bodies including local, Northern Territory and Australian Government departments, third party organisations and philanthropic foundations. This year, we were thrilled to receive a donation of \$98,000 from the **B B & A Miller Foundation** to further strengthen our Partnership Support Service.

Additionally, ministerial and local member support enables our advocacy to be heard and the needs of Territorians addressed.

For a full list of funding bodies, please see the acknowledgements on page 42.



Janet and Leonie at St Luke's Anglican Church on Anglicare Sunday.



headspace Darwin Push Up Challenge team.



Minister for Territory Families and Urban Housing Hon Kate Worden MLA and Minister for Youth Hon Lauren Moss MLA at the 2021 Couch Surfing event.

► Environmental sustainability

If Anglicare NT is to achieve our purpose of 'a full life and social justice for all', we cannot ignore the environment. Environmental degradation and the ensuing climate change have negative social and health impacts and we know it is the vulnerable in our society that are most affected.

This year we have progressed commitments to environmentally sound decision-making and actions. Our usage of hybrid vehicles increased and we recorded lower fleet fuel and commuting figures and overall emissions. Hybrid vehicles are now key to our fleet strategy.

While our purchasing, business travel and electricity use are higher than last year's baseline data, this increase was anticipated due to easing COVID-19 related travel restrictions. In this context, it has been difficult to gauge our 'average' yearly CO₂ emissions. We are committed to reducing regional and intrastate travel and increasing online meetings.

EnviroCare

The Anglicare NT EnviroCare group continues to coordinate regular organisational-wide activities to raise awareness of environmental issues and promote positive behaviour change. Specific campaigns have included a clothes swap, 'Ride to Work Day' and a sustainable Christmas tree competition. Lunchtime information sessions examined topics such as the environmental impacts of single use plastics. The EnviroCare team has grown over the past year, with members participating from all operational sites.

Emission Source	2020-2021 CO ₂ -e (tonnes)	Proportion of total %	2019-2020 Baseline CO ₂ -e (tonnes)	Proportion of total %
Purchased goods	1,507	51%	1,208	41%
Fleet and fuel	347	12%	686	24%
Employee commuting	465	16%	691	23%
Business travel	235	8%	184	6%
Electricity	275	9%	147	5%
Waste	29	1%	29	1%
Fugitive refrigerants	79	3%	N/A	N/A
Total	2,937 † CO₂-e	100%	2,945 † CO₂-e	100%
Total per FTE	11.45 † CO₂-e		9.5 † CO₂-e	
Reduction measures				
Renewable energy	-16.69 † CO₂-e		-13.91 † CO₂-e	



Left: HIPPY Darwin North staff with their entry in the sustainable Christmas tree competition.



Right: Katherine staff rode and walked to work on 'Ride to Work' day.

► Financials

Income over the financial year decreased by 11% to \$37,490,782, while the organisation ended the year with a surplus of \$613,530. The primary reason for the reduction in income was ceasing delivery of Out of Home Care in 2020.

Anglicare NT generated a modest operating surplus, reflecting the restructure of corporate teams, improvements in contributions from fee for service programs and ongoing Board-approved projects.

A worldwide increase in equity markets investment values after the 2020 COVID-19 lockdowns was reflected by an increase in the value of Anglicare NT's ethical investments. This further contributed to the increase in equity for the year.

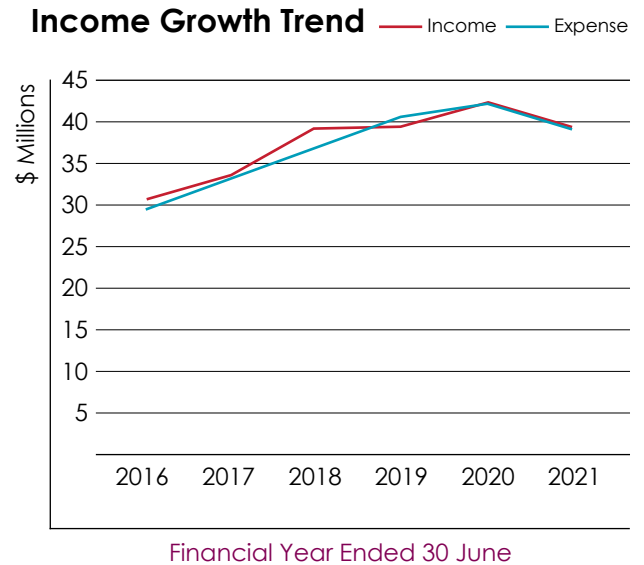
Trends 2016 – 2021

Anglicare NT's equity growth continued the long-term trend, with net assets increasing by 4.5% year on year over the period. This increase in equity supports the ongoing sustainability of the organisation while allowing flexibility to undertake innovative pilot programs.

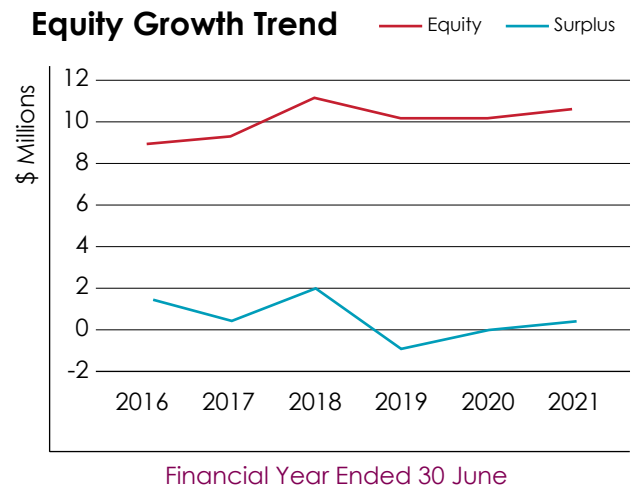
Grant Funding Sources 2020 – 2021

Anglicare NT is supported by a range of Territory, Federal and independent funding sources to deliver services throughout the Northern Territory. This financial year, overall grant funding decreased, while fee for service and independent income increased slightly.

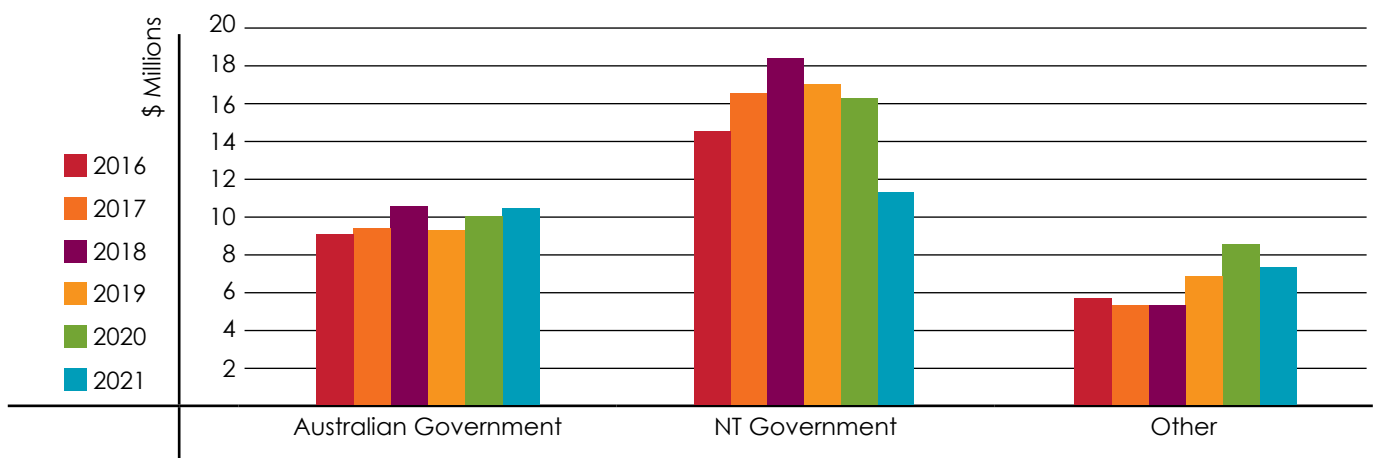
Income Growth Trend



Equity Growth Trend



Grant Funding Sources



Anglicare NT Statement of Profit and Loss and Other Comprehensive Income for the Year Ended 30 June 2021

	2021 \$'000	2020 \$'000
REVENUE		
Grant revenue	28,852	34,715
Other revenue	8,639	7,361
TOTAL REVENUE	37,491	42,076
EXPENSES		
Employee expenses	25,123	28,822
Depreciation & amortisation	3,986	3,620
Client support services	2,611	2,612
Administration	2,386	3,180
Motor vehicles	789	868
Information communication technology	585	772
Property	1,367	1,223
Travel	512	582
TOTAL EXPENSES	37,360	41,679
NET CURRENT YEAR SURPLUS/(DEFICIT)	131	397
OTHER COMPREHENSIVE (LOSS)/INCOME		
Fair value remeasurement gains/(losses) on financial assets	483	(418)
TOTAL COMPREHENSIVE (LOSS)/INCOME FOR THE YEAR	614	(21)

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 2021

	2021 \$'000	2020 \$'000
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	6,534	6,649
Trade and other receivables	804	445
Other current assets	885	1,186
TOTAL CURRENT ASSETS	8,222	8,280
NON-CURRENT ASSETS		
Financial assets	6,275	5,463
Property, plant and equipment	4,021	4,747
Right-of-use assets	7,239	6,208
TOTAL NON-CURRENT ASSETS	17,535	16,418
TOTAL ASSETS	25,758	24,698
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	3,956	4,397
Employee benefits	2,205	2,087
Lease commitments	1,839	2,610
TOTAL CURRENT LIABILITIES	8,000	9,094
NON-CURRENT LIABILITIES		
Trade and other payables	154	146
Borrowings	-	455
Employee entitlements	1,325	1,350
Lease commitments	5,523	3,511
TOTAL NON-CURRENT LIABILITIES	7,001	5,462
TOTAL LIABILITIES	15,002	14,555
NET ASSETS	10,756	10,143
EQUITY		
Retained surplus	10,588	10,488
Reserves	168	(345)
TOTAL EQUITY	10,756	10,143

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 2021, 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 2021 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

The directors 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.



BDO Audit (NT)



C Taziwa
Audit Partner
Darwin, 2 November 2021



► Acknowledgements

Funding Bodies

Australian Government

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

NT Government

Department of the Attorney-General and Justice
Department of Education
NT Health
Territory Families, Housing and Communities

Organisations

Australia Post
B B & A Miller Foundation
Brotherhood of St Laurence
CatholicCare NT
Good Shepherd Microfinance
headspace National Youth Mental Health Foundation
National Disability Insurance Agency (NDIA)
Newmont Corporation
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
HR Daily
Integrated Disability Action Inc.
Jobs Australia
LGBTIQ+ Health 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
Settlement Council Australia
South Australia Financial Counselling Australia (SAFCA)
Suicide Prevention Australia
Volunteering SA & NT Incorporated

Right: Staff appreciate a new mural adorning one of our transitional housing complexes in Alice Springs.



Find out more!

If you've been inspired by the stories in this Annual Report and would like to help create lasting change for Territorians, you can **donate today, leave a gift in your will or contact us about partnership opportunities.**

For more information about our range of services, please call our friendly team on **08 8985 0000** or visit our website:

anglicare-nt.org.au





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