



► Bishop's message

As this Annual Report for 2021-22 demonstrates, the last year has been full of hard work on the part of Anglicare NT Directors, management, staff and volunteers in seeking to extend the fullness of life that we hope will keep growing in the many people that Anglicare NT serves. I express huge appreciation on behalf of the Anglican Diocese of the Northern Territory for this hard work, and thankfulness that we are partners in it.

At heart, Anglicare NT's work is about supporting people who are facing big challenges, and the number of those challenges continues to increase. The sudden rises in the cost of living in the last year, the reduction in available rental accommodation (and its high cost), ongoing poverty and the darkness of domestic and family violence are some of the issues that many Territorians deal with on a daily basis.

For me, one of the experiences I enjoyed earlier this year was participation in the Aboriginal Reference Group meeting in Nhulunbuy in May. I was able to meet some remarkable, thoughtful, articulate and committed local people who gave input as to what they see as the benefits of Anglicare NT's programs in the East Arnhem region and the way hurdles can be recognised and overcome. This was a great example of Anglicare NT actively listening to Aboriginal clients' and communities' needs and hopes.

I trust that this year's Annual Report will be fuel for thanksgiving and prayer to God.

The Right Reverend Dr Greg Anderson,

Bishop of the Anglican Diocese of the Northern Territory

Our vision

A full life and social justice for all

Our values

Hope • Kindness • Respect • Fairness • Integrity

Our foundations

Anglicare NT is a local organisation providing responsive services and targeted advocacy for the people of the Northern Territory and their diverse communities.

We are a separately incorporated agency of the Anglican Diocese of the NT. Jesus said, "I have come that you may have life, and have it in all its fullness" (John 10:10)

We acknowledge and celebrate the Traditional Custodians and Owners of this country and we pay our respects to Elders past and present.

Credits

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Editor: Ann Buxton

Annual Report 2021-22
ABN: 76 605 552 494
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Aboriginal and Torres Strait Islander peoples should be aware that this report may contain images and names of deceased persons.

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Accredited with:





► Chair's reflection

With the world climbing back from the effects of the pandemic and with ever increasing and varied pressures and demands at a local, national and global level, 2022 has been an interesting and challenging year for Anglicare NT.

We launched our new Strategic Plan 2022-25 during our visit to Nhulunbuy in May and, for good measure and the benefit of our Central Australian colleagues, "relaunched" it in Alice Springs in September. The Plan is a living plan and continues to record our Vision of a full life and social justice for all and our Values of respect, kindness, hope, fairness and integrity. Growing from previous plans, it further develops our Principles and updates our Goals, including enhanced services, evidence-based practice and advocacy, trusted and genuine partnerships particularly with Aboriginal Controlled Organisations and building on the strength of our people. Like previous plans, it underpins our decisions and is something against which our Board regularly reviews our performance and the progress in its implementation.

This year, we say farewell (hopefully not goodbye) to Dave Pugh after nearly 10 years' dedicated, thoughtful and engaged leadership and service as our CEO. Dave lives and breathes the vision and values of Anglicare NT and has a deep commitment to social justice. He has led the organisation in developing existing and new services and expanding the capacity, profile and impact of our people and our organisation. We wish him well and I am confident that he will continue to make a difference.

It is also a pleasure to welcome Craig Kelly as our new CEO and we very much look forward to working with him in the coming years. Finally, I would like to thank my fellow Board members, our committee chairs, our committed and wonderful management, staff and volunteers and our numerous stakeholders for their continued and valued support.

A handwritten signature in black ink.

Richard Giles,
Chair of the Board



Left: NAIDOC Week painting activity.

Top right: Pandanus Childbirth Education and Perinatal Support participants Natisha and Glorius.

Bottom right: Chair of the Board, Richard Giles, launches the Strategic Plan 2022-25 in Nhulunbuy.



► CEO's report

Listening is a core skill of our staff, managers and Board. Good organisations train their staff to listen. They create systems and processes to listen to the people who use their services, listen to staff and listen to the communities they serve.

Anglicare NT has done a lot of listening over the past 12 months. Many of our programs use our 'Tell Us What You Think' survey – a simple survey of people who use our services. We conducted our biennial employee survey, where 87% of staff told management that Anglicare NT is a 'truly great place to work', but also recorded ideas for improvement. Our Board have listened broadly through interviews with community members in the preparation of our Strategic Plan 2022-25 and through the Aboriginal Reference Group, a new advisory structure for the Board.

We need to listen because we need to keep improving. There is much to do. Many in our communities are struggling with cost-of-living pressures, overcrowded housing, health challenges, poverty and family conflict. While we are proud at Anglicare NT to have made a positive impact in the lives of 21,517 people in the Northern Territory, there is much more to do.

As I look back on nearly 10 years at Anglicare NT, I am impressed that staff and management are committed to learning and improving. In 2022 we embraced homelessness and financial counselling programs previously run by Somerville Community Services in Darwin, Palmerston and Katherine. These programs enhance the services we provide. Some improvements are also painful. This year we closed our OpShop after 20 years of good service to the community. Many community members and staff were sad to see the loss of this community service.

In the past year Anglicare NT has continued to strengthen our partnerships with Aboriginal Controlled Organisations. These partnerships embrace the spirit of 'both-ways' learning – each organisation becomes stronger and more effective because of the close way we work together to support community members.

Thank you to staff, volunteers, management and the Board for their skill, passion and generosity. Every day I witness 'kindness', 'respect' and 'integrity' in deep measure. It has been a huge privilege to have been the CEO of Anglicare NT for the past decade. I am so pleased that the incoming CEO, Craig Kelly, brings significant skill and experience and passion to the role. Once again, thank you for your ongoing interest and support to this very special organisation.

Dave Pugh,
Chief Executive Officer



379

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



80

volunteers contributed
to Anglicare NT service
delivery



Her Honour the Honourable Vicki O'Halloran AO, Administrator of the Northern Territory and Anglicare NT CEO Dave Pugh attend the 10th anniversary Couch Surfing event.

► Progressing our Strategic Plan

As we reflect on achievements of the Strategic Plan 2019-22, we also acknowledge the launch of the new Strategic Plan 2022-25. The continuing journey of reflection, planning, action and review keeps Anglicare NT contemporary and responsive to changing needs, emergent issues and the operating environment. Below we share some of the highlights from the year mapped against the Strategic Plan.



Support & Services

We are excited to be **subcontracted by CAAPS and Akeyulerre Aboriginal Corporations** to help implement the new Family Support Service model in the Greater Darwin and Central Australian regions. The new model ensures families have the right support at the right time.



Policy & Advocacy

Through collaboration with stakeholders and strong advocacy, we **helped hold to account Telcos, banks and financial institutions**. This led to improved practices, compensation for aggrieved customers and greater consumer protection.



Partnerships

We expanded the scope of the Partnership Support Service and **extended capacity building activities** to additional Aboriginal Controlled Organisations in Numbulwar, Lajamanu and Utopia Homeland communities.



People & Culture

Our **2022 Staff Survey showed great results** – 71% response rate, 76% engagement and 87% think Anglicare NT is a 'truly great place to work'. Plus 4 national benchmarks for inclusion, living out values and staff support and recognition were set.



Management & Governance

Embedded the role and engagement process to support Aboriginal Reference Groups (ARG) in each region and at the organisation-wide level. The top ten priorities from the ARG were adopted by the Board and are being actioned and reported on.



90
services and capacity
building activities
across the Northern
Territory



21,517
people supported
across the
Northern Territory

We opened a **new service for eating disorders at headspace Darwin**. This builds on a strong connection with the Paediatric Eating Disorder Clinic at Royal Darwin Hospital and work undertaken to build the capacity of clinicians to treat disordered eating.

We **expanded our NDIS and Aged Care work** in all regions to meet demand. Plus we reviewed structures, systems and processes to make sure our services are sustainable, meet standards, and importantly, meet consumer needs.

We welcomed **new Financial Inclusion, Transitional Accommodation and Tenancy Support services** transferred or sub-contracted from Somerville Community Services. Staff have successfully integrated into our broader teams in Darwin, Palmerston and Katherine.

Successfully demonstrated the need and **advocated for additional youth mental health resources for the Palmerston region**. This resulted in funding and the opening of headspace Palmerston. The new service is a welcoming place, **co-designed with young people for young people**.

Actively contributed to the NT Children and Families Tripartite Forum, reference groups and the NT 10 Year Generational Strategy to **improve outcomes for children, young people and families** across urban, regional and remote communities.

In partnership with Anglicare Australia, we implemented the Rental Affordability Snapshot for the Northern Territory. We advocated for the need for **increased social housing and responses to homelessness**.

Over 30 organisations, 20 couch racing teams and 500 members of the local community came together in April to race couches, learn about youth homelessness, help find solutions and **celebrate the 10th year of Couch Surfing** in Darwin.

Partnered with Proper Creative, First Steps, Cross Cultural Consultants, Australian Childhood Foundation and communities to implement #U-Turn, a Back on Track initiative to **divert young people from the justice system and give back to the community**.

We **worked with Staff Chaplains to engage Anglican parishes** across the Territory for a series of Anglicare Sunday events. We shared information, stories and talked about the impact of Anglicare NT's work and explored ways to work together.

We **launched our Stretch Reconciliation Action Plan in September 2022**, confirmed our commitment to the Uluru Statement of the Heart and explored ways to engage and retain Aboriginal and Torres Strait Islander staff at all levels across Anglicare NT.

Implemented a new **Leadership Development** initiative and **training platform for Aged and Disability staff** to help meet training requirements. We lay the groundwork for a new **Training and Skills unit** to build workforce capacity.

We **continued to deliver services to the community throughout the challenges of COVID-19**. Our staff were outstanding in their efforts to be 'people centred', kind and practical in stressful times.

We **embedded the 'Tell Us What You Think' survey** into our Housing, Disability and Aged Care services. We heard great results, high satisfaction levels and new insights into the impact of our work and ways to improve what we do.

We **strengthened the internal capability of our corporate services** and created a new role of Executive Manager Shared Services. We completed the two-year project to implement new, integrated accounting software.

After consultation with internal and external stakeholders, we **launched our new Strategic Plan 2022-25** in May in Nhulunbuy, supported by an enthusiastic crowd of stakeholders, consumers and staff.

► Board and Committees

Through complimentary skills, knowledge and lived experience, our Board of Directors guide strategic directions, oversight sustainability and monitor compliance and performance. The Board also strengthens our connections with diverse networks, partners, stakeholders and communities.

Directors volunteer their time and focus on ensuring management and staff have the resources, infrastructure and systems in place to deliver quality services. The Board meets regularly and convenes in regional centres on a rotational basis to ensure they understand local priorities and community needs.

This year we welcomed new Board members Ruth Walton, Craig Kelly and Pauline Schober. We also acknowledge Kate Beer's contribution to Anglicare NT.

Our Board is supported 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 responsibilities are met through good governance practices, training and evaluation of CEO performance.
- The **Aboriginal Reference Group** (see below).



Board Directors Sally Yule, Dr Howard Bath and Ruth Walton attend a Board Meeting in Nhulunbuy.

Board meetings and attendance July 2021 - June 2022

	Eligible to attend	Attended
Richard Giles	8	8
Greg Anderson	8	7
Howard Bath	8	8
Kate Beer	2	2
MunLi Chee	8	7
Craig Kelly	4	4
David Ray	8	8
Pauline Schober	3	3
Ruth Walton	4	4
Sally Yule	8	8

Aboriginal Reference Group

Now in its second year of operation, the Aboriginal Reference Group has grown in contributions, connections and impact. This important mechanism provides direct input and feedback from Aboriginal leaders to our Board, CEO and Executive. The Group offers a pathway for relationship building and two-way learning, while also creating opportunities for members to explore Board and Committee vacancies.



Aboriginal Reference Group meets in Darwin.

Representatives from local regions met at each of our main operational sites to discuss regional service delivery, organisational cultural competence, community needs, Aboriginal workforce development and partnerships.

In February, Aboriginal Reference Group members from across the Territory met online with Anglicare NT's Board Chair, CEO and Executive Manager Cultural Safety and Partnerships to consolidate a 10-point action plan and talk about the future.

► Leadership team

The Anglicare NT leadership team bring commitment, wisdom and initiative to their roles. Executive and Operational Managers, Senior Officers, along with a strong network of Program Managers and Team Leaders, work hard to meet the needs and aspirations of the people and communities we support.

The combined leadership team provide oversight of regions, specialist service delivery streams and hold portfolios to progress our strategic plan, advocacy, partnership and continuous improvement efforts. The leadership team guide service operations and backbone functions, engage with stakeholders and ensure the voice of lived experience is heard.

This year, we farewelled Executive Manager Ashley Perez after seven dedicated years of service and welcomed Sandy Graham to the role of Executive Manager Community Access in July 2021. This was followed by the appointment of Marcus Schmidt as Executive Manager Homelessness and Social Inclusion and Dave Jones as Executive Manager Shared Services in May 2022.

Fiona Lodge was appointed as Director Operational Support, Julie Rothall as the Operations Manager Counselling, Parenting and Financial Inclusion, Joel Jones as Regional Operations Manager Alice Springs and Breoni Sorenson joined us as Financial Controller.

We strengthened leadership training and refreshed our Leadership Framework and Management Charter. This helps ensure the values and workplace culture of Anglicare NT is upheld and that effective support is provided to frontline staff.

Members of the Anglicare NT Leadership Team and Executive Support



Executive Management Team



Dave Pugh
Chief Executive Officer



Ann Buxton
Deputy Chief Executive Officer



Jade Gooding
Executive Manager,
Mental Health



Leonie Patterson
Executive Manager, Cultural
Safety & Partnerships



Sandy Graham
Executive Manager,
Community Access



Marcus Schmidt
Executive Manager,
Homelessness & Social Inclusion



Dave Jones
Executive Manager, Shared
Services (commenced May 2022)



Ashley Perez
Executive Manager, Families &
Homelessness (resigned March 2022)

Left: Leadership team members l-r: Rebecca Cook, Kirily Freson, Ann Buxton, Jade Gooding, Camilla Krauze, Dave Pugh, Julie Rothall, Julia Wormer, Jemma Wood, Marcus Schmidt, Sandy Graham, Dave Jones, Breoni Sorenson and Brit White.

► Reconciliation

As a community service organisation and advocate for social justice, Anglicare NT is well placed to strengthen relationships between Aboriginal and Torres Strait Islander people and non-Indigenous people across the Northern Territory.

Our vision for reconciliation is an Australian society that acknowledges and honours the shared histories and rightful place of Aboriginal and Torres Strait Islander peoples on their ancestral lands.

Since beginning our RAP journey in 2011, Anglicare NT has established a track record for building sustainable two-way relationships with Aboriginal and Torres Strait Islander people, organisations and communities.

Our Stretch Reconciliation Action Plan 2021-24 was launched in September. This new Plan recognises the need for Anglicare NT to extend the depth of our efforts to make a difference. We will continue to walk together with Aboriginal and Torres Strait Islander peoples to build a better future based on justice and self-determination.



Darwin staff and friends join the annual NAIDOC Week march.

Key achievements 2021-22

- During **NAIDOC Week**, staff joined NAIDOC marches across the Territory and organised cultural events, children's activities and yarning sessions. We also supported NAIDOC Week activities on Groote Eylandt.
- **Staff shared their personal views on reconciliation** in a short video which was posted on our social media platforms. (youtube.com/anglicarent)
- Executive Manager Cultural Safety and Partnerships, Leonie Patterson, was appointed Chair of the **Anglicare Australia First Nations Staff Network**.
- Our East Arnhem team provided activities at the **Garma Festival Education Fair and Youth Forum**.
- Aboriginal and Torres Strait Islander staff joined in **Network Yarns**, facilitated by our Executive Manager Cultural Safety and Partnerships.
- Anglicare NT CEO met with Aboriginal and Torres Strait Islander staff for the **annual forum to hear insights and explore actions**.
- We progressed the **Aboriginal and Torres Strait Islander Workforce Development Strategy**, including a traineeship program with Indigenous Allied Health Australia (IAHA).

Celebrating National Reconciliation Week

National Reconciliation Week events were held across all Anglicare NT sites. We unveiled an Acknowledgment of Country plaque at our Head Office in Darwin and held a barbecue breakfast and quiz event. Nhulunbuy staff and participants took part in timeline and message stick activities.

headspace Darwin co-hosted a basketball competition in Palmerston and our youth team contributed to community pool parties at Casuarina and Nightcliff. In Katherine we ran a free community movie screening and co-hosted a family day celebration in Alice Springs.



Acknowledgement of Country plaque unveiling at Winnellie Head Office during National Reconciliation Week.

▶ Service locations

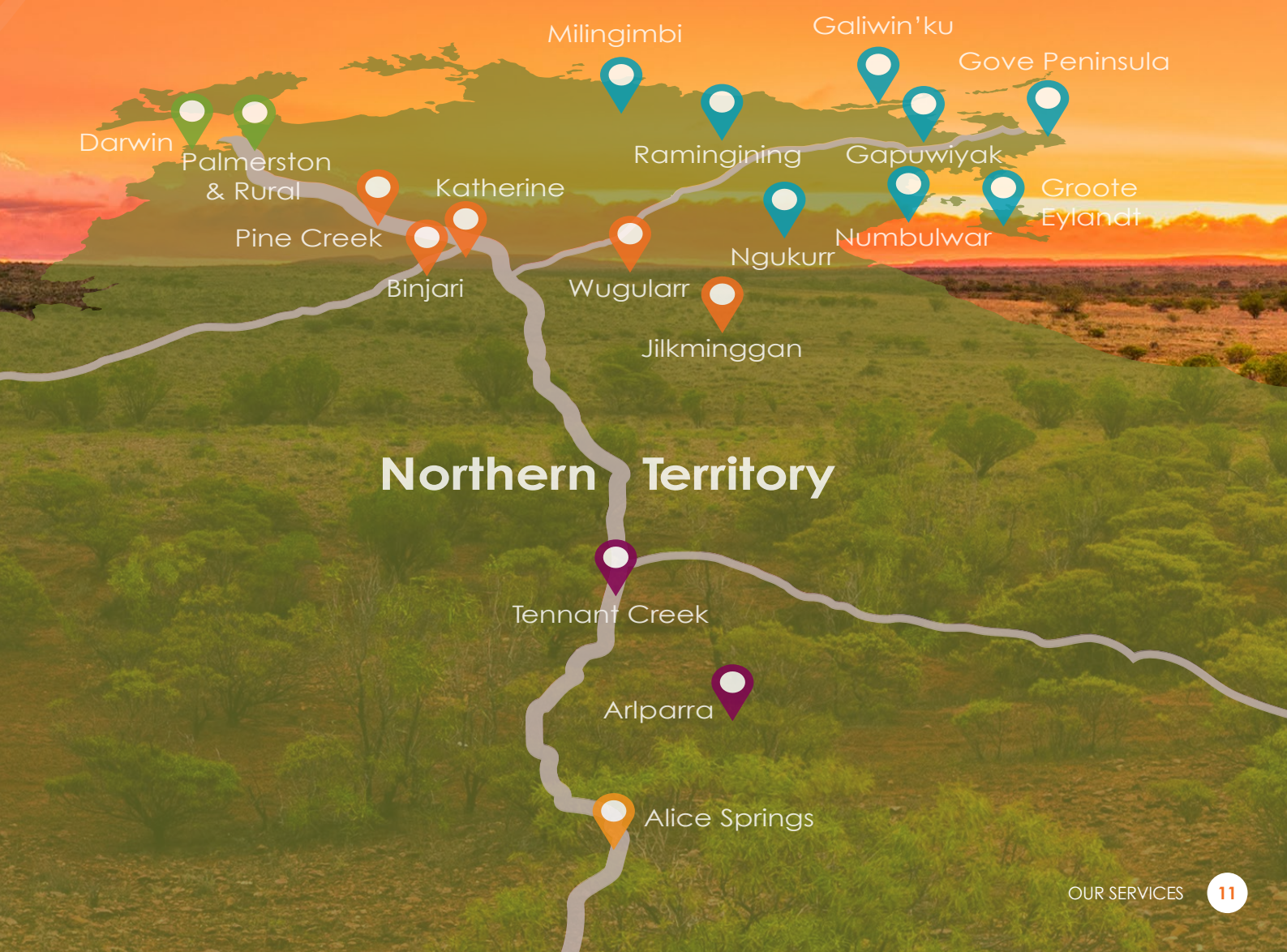
Anglicare NT provides a range of practical support and assistance to individuals, families and communities. Services are delivered from operational bases in Darwin, Palmerston, Alice Springs, Katherine, Nhulunbuy and remote community outlets in East Arnhem, Groote Eylandt, Numbulwar and Ngukurr. Outreach, training and partnership support activities are also provided in other regional 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
- ▶ headspace Darwin (Casuarina)
- ▶ Palmerston Community Services
- ▶ headspace Palmerston
- ▶ Alice Springs Regional Office
- ▶ Alice Springs Housing Hub
- ▶ Katherine Regional Office
- ▶ headspace Katherine
- ▶ East Arnhem Regional Office (Nhulunbuy)
- ▶ Galiwin'ku Community
- ▶ Gapuwiyak Community
- ▶ Groote Eylandt
- ▶ Milingimbi Community
- ▶ Ngukurr Community
- ▶ Numbulwar Community
- ▶ Ramingining Community
- ▶ Tennant Creek
- ▶ Arlparra Community



► Summary of services

Services	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Partnership Support Service							
Service Development & Capacity Building Activities	✓	✓	✓	✓	✓	✓	✓
Special Projects	✓	✓	✓	✓	✓	✓	✓
Early Childhood							
Communities for Children			✓		✓	✓	
Remote Community Playgroups						✓	✓
Play and Learn Support	✓				✓	✓	✓
Home Interaction Program for Parents & Youngsters (HIPPY)	✓			✓		✓	
Families							
Child & Family Contact Service	✓	✓					
Family Skills Facilitator Service					✓	✓	
Family Support Service	✓	✓	✓				
Intensive Parenting Support Program					✓		
Refugee & Migrant Settlement Support	✓	✓					
Young People							
Back on Track #U-Turn	✓	✓				✓	
Emergency Relief	✓	✓		✓	✓		
Moving On - Aftercare Support & Brokerage (NT Wide)	✓	✓	✓	✓	✓	✓	✓
Moving On - Housing for Young People	✓						
Pandanus Childbirth Education & Perinatal Support	✓	✓					
ReConnect - Youth Homelessness Early Intervention	✓	✓			✓		
Youth Support & Accommodation	✓	✓		✓			
Youth Housing Options & Pathways		✓					
Youth TRAX - School Holiday Activities	✓						
Spectrum of Fun - After School Activities					✓		
Mental Health & Suicide Prevention							
Aboriginal Youth Mental Health Trainees	✓	✓		✓			
headspace Darwin	✓	✓					
headspace Early Psychosis	✓	✓					
headspace Eating Disorder Clinical Coordination	✓	✓					
headspace Enhanced Care	✓	✓					
headspace Katherine				✓			✓
headspace Intensive Placement & Support (vocational)	✓	✓					
headspace Palmerston		✓					
Housing Accommodation Support Initiative (HASI)	✓	✓		✓			
Short Term Therapy Services	✓	✓					
Suicide Intervention & Awareness Training	✓	✓		✓	✓	✓	✓

Services	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Counselling, Mediation & Education							
Family & Relationship Counselling	✓	✓			✓		
Family Dispute Resolution	✓	✓			✓		
For the Kids – Parenting Orders Program	✓	✓			✓		
General Counselling & Mediation	✓	✓			✓		
Parenting Courses	✓	✓			✓		
Financial Inclusion							
Financial Counselling & Gambling Amelioration	✓	✓		✓			
Money Support Hub					✓	✓	
National Debt Helpline	✓	✓	✓	✓	✓	✓	✓
No Interest Loans Scheme (NILS)	✓	✓	✓	✓			
No Interest Loans for Vehicles	✓	✓					
Problem Gambling Financial Counselling	✓		✓	✓			
Tax Help	✓	✓		✓			
Housing & Homelessness							
Housing Options Pathways Program	✓	✓	✓		✓		
Stronger Homes & Tenancy Sustainability	✓	✓		✓			
Transitional Accommodation	✓	✓	✓	✓			
Community Housing			✓				
Prison & Post-Release							
OutCARE – Men's Post Release Accommodation	✓	✓	✓				
Prison Chaplaincy	✓	✓	✓				
People with Disabilities							
NDIS Individual Assistance	✓	✓		✓	✓		
NDIS Support Coordination	✓	✓	✓	✓	✓	✓	✓
Older People							
Assistance with Care & Housing	✓						
Community Visitors Scheme	✓	✓	✓	✓	✓		✓
Home Care Packages			✓		✓		
Domestic assistance, transport & meals	✓	✓	✓	✓	✓		
Flexible, Centre & Cottage Respite	✓	✓	✓		✓	✓	
Home Maintenance	✓	✓	✓		✓		
Personal Care	✓	✓	✓	✓			
Social Support (individual & group)	✓	✓	✓	✓	✓		

This table is current as of 30 June 2022. Visit anglicare-nt.org.au for the latest information, as services and locations may change.

► Quality, accreditation and impact

Diverse quality assurance, consultation, feedback and evaluation processes help us understand our impact, what we can do better and how to improve our day to day operations and processes.

We also use evidence and the voice of lived experience to inform practices, partnership approaches and innovation.

Highlights

- We retained accreditation through QIP for the **QIC Health & Community Services Standards**.
- Our registration as an NDIS provider with the **NDIS Quality & Safeguards Commission** continues.
- We sustained accreditation through QIP for the **National Standards for Mental Health Services**.
- We retained **Community Housing Provider** (Tier 3) registration through the National Regulatory System.
- Preparations continue for an **Aged Care Quality and Safety Commission** assessment.
- headspace Darwin and Katherine received outstanding results in **headspace National Model Integrity Framework** assessments.
- headspace Darwin's **Early Psychosis and Individual Placement and Support** programs successfully completed rigorous model fidelity assessments.
- Our **Home Interaction Program for Parents and Youngsters** (HIPPY) services successfully completed Assessments of Program Quality.



National Aboriginal and Torres Strait Islander Children's Day celebrations with HIPPY at Garaworra Supported Accommodation.



QIC Health & Community Services Standards



National Standards for Mental Health Services



Registered NDIS Provider



Community Housing Registration

- Dedicated projects were undertaken to strengthen Aged Care services and we secured a **new online training platform**.
- The Quality and Accreditation Committee supported accreditation efforts and an integrated approach to **Quality Improvement Plans**.
- The **Aged and Disability** and **Community Services Continuous Improvement and Risk Committees** championed risk management, compliance, incident reflection and improvement efforts.
- This year our **'Tell Us What You Think'** surveys provided participant perspectives from our aged care, disability and housing/homelessness support streams.
- We introduced **outcome measures** in key programs and did further work to **consolidate client data systems**.
- **Quality Awards** were presented to our Aged Care program stream, Katherine Regional Operations and Child Youth and Family service.

► Partnership Support Service

The Partnership Support Service (PSS) is an initiative of Anglicare NT, established in 2018 to build the capacity of Aboriginal organisations to deliver stronger human services for local communities. The PSS is built on genuine partnerships and supports Aboriginal organisations with their aspirations to build sustainable services.

Highlights

- The **PSS Strategic Plan 2022-2025** was developed and the Business Plan refreshed.
- Co-delivered an online presentation on our partnership with Yugul Mangi Development Aboriginal Corporation at the **2021 SNAICC Conference**.
- **Yugul Mangi Development Aboriginal Corporation** was assisted to develop a Family Violence Strategy, a new Family Support Service and to secure an Australian Government Safer Communities Fund Early Intervention grant.
- An embedded Senior Service Development Officer based in Tennant Creek assists **Julalikari Council Aboriginal Corporation** with the implementation of the new Marlungku-Kari Child and Family Centre.
- We supported the Marlungku-Kari Child and Family Centre with a community event for **National Aboriginal and Torres Strait Islander Children's Day** in Tennant Creek.
- A new partnership established with the **Urapuntja Aboriginal Corporation** in Arlparra and homelands assists grant applications, report writing, contracts, recruitment and policy development.
- We provided affordable **locum relief options** for key roles within Yugul Mangi Development Aboriginal Corporation, Warlpiri Youth Development Aboriginal Corporation and CAAPS.
- Assistance was provided to **Adjumarllarl Aboriginal Corporation** to implement the Community Youth Diversion program.
- Provided referral information to young people eligible for the **NT Youth Justice Class Action**, in partnership with Maurice Blackburn Lawyers and James Parfitt from Top End Dreaming Indigenous Employment and Consultancy.



Leonie Patterson, James Parfitt and Jodie Brown at the Couch Surfing event on Youth Homelessness Matters Day.

- Two clinical psychologists provided free support to people working in regional and remote communities in the Northern Territory through the **Staff Assistance, Learning and Training (SALT)** program.
- Philanthropic funds from the **B B & A Miller Foundation** enabled the continuation of the PSS fortnightly eBulletin, grant writing and SALT program.

Promoting electoral participation

To help increase electoral participation, Anglicare NT began a new partnership with the Australian Electoral Commission (AEC). Jodie Brown, a Larrakia woman with connections to Malak Malak and Yanyuwa peoples, joined the Partnership Support Service to support the new collaboration.

In the lead up to the Federal election, Jodie coordinated the distribution of AEC promotional information and resources across our social media platforms, through Anglicare NT staff, existing services and networks. She visited Nauiyu, Nhulunbuy and Katherine to promote enrolment, temporary election employment opportunities and provide information on how to vote.

► Early childhood and children's services

A healthy start, caring family and connection to culture gives children the best chance to flourish across all life domains.

Our early childhood and children's services are child-centred and focus on providing families with information, resources and opportunities to support children's development and strengthen the central role of parents/carers.

This year we partnered with diverse families and collaborated with partner organisations to provide the following:

- **Playgroups in the remote communities** of Numbulwar, Ngukurr and Milingimbi.
- Facilitated child-focused and capacity building activities in conjunction with Community Partners through the **Communities for Children initiatives** in East Arnhem and Alice Springs regions.
- **Home Interaction Program for Parents and Youngsters (HIPPY)** in Katherine, Darwin and Milingimbi.

Our services continued to creatively adapt to the impact of COVID-19. Our annual **We Grow Them Up Learning Forum** was rescheduled from May to November 2022.

Highlights

- **Graduation ceremonies** in Darwin and Milingimbi were held for children completing two-years of HIPPY.
- Children enjoyed many **creative activities with HIPPY Katherine** from making superhero capes, mixing paint colours to creating silhouettes of roosters for the Katherine Show.
- Our annual **remote Playgroup Workers forum** held in Darwin expanded to include Families as First Teachers (FaFT) staff from Ngukurr and Numbulwar.
- HIPPY staff contributed to a **Northern Australia Communities of Practice** held in Alice Springs to share ideas and practice learnings.
- **Resources translated from English to Yolngu Matha** for East Arnhem Communities for Children through a collaboration with ARDS.



3,272
children and parents/
carers participated
in activities



215
children, parents and
carers involved in
remote playgroups



NAIDOC Week painting fun with HIPPY at Garaworra Supported Accommodation.

- Staff presented a successful session on two-way learning and the We Grow Them Up Learning Forum at the **Early Childhood Australia symposium**.
- We facilitated **parenting courses at Datjala** East Arnhem work camp to strengthen men's skills to support their role in families on release.

Fun days build community connections

Community events provide information, connections and learning opportunities. Our teams partner with organisations in the Territory to celebrate important milestones and days of national recognition.

This year, HIPPY Darwin hosted an event at Crocodylus Park along with National Aboriginal and Torres Strait Islander Children's Day at our Garaworra accommodation complex. Our partner Dingo Cockatoo provided bush tucker and the City of Darwin's mobile library facilitated fun games.

Communities for Children in Alice Springs celebrated National Reconciliation Week by joining with Child Friendly Alice and other organisations to offer free activities and food in the Todd Mall.

Alice Springs families celebrated National Families Week through music sessions, storytelling, baby play and a morning tea at the Telegraph Station. This event was undertaken with the Birth and Beyond Parent Resource Centre.

In Gapuwiyak, families and children took part in community consultations during a Family Fun Day. About 150 community members came together to share a meal and take part in water play activities.



Above: Celebrating National Reconciliation Week with free family activities in Alice Springs.

Below: HIPPY graduation festivity in Milngimbi.

Meeting community needs

The Home Interaction Program for Parents and Youngsters (HIPPY) is a free two-year, play based curriculum that helps children become curious learners and achieve important developmental milestones.

Program Manager, Tanya Kelly, shared her learnings about offering HIPPY to the remote Aboriginal community of Milngimbi at the National HIPPY Gathering.

Tanya has worked with community leaders and families over an extended period to ensure the program meets local needs and draws upon Yolngu culture, language and connection to country.

Activities are based on traditional kinship system, values, roles and responsibilities; fathers along with extended family are encouraged to participate. Importantly, learning is flexible and happens everywhere - at home, on the beach and in the bush. Resources are often created in first language to complement HIPPY reading and activity packs.



▶ Youth support and development

The Northern Territory is home to a diverse population of young people. Each young person has their own unique set of aspirations, opportunities, challenges, interests and circumstances.

Stories of young people are often polarised. Blamed and often unfairly maligned, most young people are not involved in crime.

We recognise the pressures on young people and their families. Growing rates of mental health issues, the risk of disengagement as they grapple with identity, family and peer relationships and sometimes not knowing what the future holds means we need to do more.

Tailored individualised approaches to support are needed as young people journey towards adulthood. Unfortunately a valuable program, the Intensive Youth Support Service, closed in December due to changes in government funding arrangements.

We offer early intervention, accommodation, childbirth education, support, after-care assistance, youth diversion, emergency relief, post school and holiday activities.

Highlights

- We established the **Spectrum of Fun** after-school activity in Nhulunbuy for children and young people with autism or neurodiversity.
- ReConnect, our youth homelessness early intervention service, teamed up with Darwin Street Art Festival for two **community activations**. Young people learnt skateboarding skills and mural techniques through skilled mentors.
- **Love Bites healthy relationship workshops** were provided for young people in Katherine and Nhulunbuy.
- #U-Turn (Back on Track) participants in Darwin put together **Christmas hampers for families**.
- We contributed to developing the **Youth Action Plan** (Gove Peninsula and Surrounding Homelands) and the Gove Peninsula Youth Action Steering Group.
- The successful **Youth Trax** school holiday program of skateboarding, street art murals and cultural activities was held in Darwin.



3,554

people assisted through youth support, case management and group work



713

young people attended Youth Trax holiday activities



Learning to skateboard at Skate & Paint, part of the Darwin Street Art Festival.

- **Pandanus Childbirth Education and Perinatal Support** held a Christmas lunch for pregnant young women and young parents with a photo booth, face painting and presents.
- Our East Arnhem child, youth and family teams ran activities for younger children and participated in the 2022 **Garma Festival** Education Fair and Youth Forum.
- The **annual Youth and Families forum** was **expanded** to include external partners from Ngukurr community and CAAPS.



Young people race to the finish line as they raise awareness of Couch Surfing.

10 years of Couch Surfing

Kindness, collaboration and community took centre stage at Darwin's Civic Park on Youth Homelessness Matters Day. Hundreds of people came together to mark the 10th annual Couch Surfing day, a celebration of the resilience of young people and an event to connect people with information and services.

Organised by Anglicare NT in partnership with the City of Darwin, Couch Surfing raises awareness of the high rates of youth homelessness across the Northern Territory. Twenty-four teams from local schools, community services and social groups raced on brightly decorated couches and learned about what they can do to help friends and themselves if they experience homelessness or other challenges.

Getting back on track

#U-Turn is part of the NT Government's Back on Track initiative. It provides young people with meaningful activities as an alternative to detention and creates pathways out of the youth justice system.

In Gove Peninsula, young people took part in songwriting and video production and spent time fishing to bring food home to their own and other families.

Young people in Darwin teamed up to paint a new mural in the heart of Nakara. The community, shop keepers and local schools gave positive feedback during the two-week project. 'Giving back' projects along with the right family support, mentors and opportunities help young people be part of the community.



Giving back to the community through mural painting.

Post care support

Most young people and young adults access parental support well into their twenties. Moving On assists young people aged 16 to 25 years without access to parental support who have had an out-of-home care experience.

We help young people address challenges through information and referrals, links to peer supports, access to health, legal and housing services along with pathways to education, training and employment.

We administer the federal Transition to Independent Living (TILA) payment in the Northern Territory. This one-off payment is for young people leaving or who have left care.

Moving On was expanded to provide case management assistance to tenants of the Housing Young People program run by Mission Australia in Darwin.

► Youth mental health and wellbeing

Through our headspace centres and associated services in Darwin, Katherine and surrounding areas, Anglicare NT helps ensure young people can access free and confidential mental health support as well as opportunities to engage in their community.

headspace Darwin continues to support young people with their mental health and wellbeing, work and study options, physical health and alcohol and drug concerns.

In late 2022, we recognised three successful years of operation for headspace Katherine and celebrated the opening of a brand-new headspace centre in Palmerston.

Highlights

- Youth Ambassadors in Darwin produced a **podcast series** discussing important topics relating to young people.
- Launched the headspace **Take a Step** campaign in Darwin and Katherine, a suite of new resources for Aboriginal and Torres Strait Islander young people, empowering them to take charge of their social and emotional wellbeing.
- Services boosted to support young people with **disordered eating** through a new headspace Darwin clinical position, staff training and continued engagement with the Paediatric Eating Disorder Clinic.



headspace Katherine staff promote National Reconciliation Week.



2,123

young people
accessed headspace
Darwin or headspace
Katherine



578

community education
and group activities

- **Sexual health clinics** continued to be offered at headspace Darwin and Katherine following a positive evaluation and funding extension.
- **Charles Darwin University Alumnus Award** for early career achievement awarded to Ira Racines, Team Leader Community Engagement at headspace Darwin.
- **Youth ambassador groups** in Darwin and Katherine met regularly to represent and advocate for young people in the mental health space.
- Supported the **Aboriginal and Islander Mental health initiative for Youth (AIMhi-Y)** Implementation Project including a new co-designed mental health app.
- headspace Katherine **outreach services** provided to Wugularr, Jilkminggan, Pine Creek, Kybrook Farm and Binjari.
- Co-hosted **National Reconciliation Week events** including free movie screening in Katherine and 3x3 basketball event in Palmerston.

Improving access to care

The Choice and Partnership Approach (CAPA) is a recognised model that helps match mental health services to people's needs and improve timely access to care. Staff at headspace Darwin have been working closely with young people, families and stakeholders to implement the model to improve service delivery and assist with addressing wait times and increasing demand.

A working group has reviewed and reflected on current practices, with a focus on language style, messaging and choices available to young people. An implementation plan has commenced to improve services. The review process will then be rolled out to headspace Katherine and headspace Palmerston.

Getting that dream job

James* had successfully completed school and a degree in Information Technology when he approached headspace Darwin's Individual Placement Support (IPS) work and study program.

Two years after completing his degree, James experienced an increase in anxiety that he felt was holding him back from getting a job using his qualification. He was working odd jobs which he felt weren't giving him meaning or satisfaction.

James' IPS worker provided guidance and encouragement to help him get his first job in the IT industry. With support, James updated his resume and searched and applied for relevant positions. He worked on his interview techniques, and with his newfound skills and confidence landed a great job. James continued to receive support from his IPS worker as he settled into his new position.

**name changed for confidentiality*



Above: Young people help open headspace Palmerston with the Hon Malarndirri McCarthy, Senator for the Northern Territory.
Below: headspace Darwin team at the 2022 Couch Surfing event.

New headspace Palmerston centre

The new headspace service in Palmerston was officially opened on 20 October 2022. The building has undergone a complete fit-out to include a youth zone, activity room and consultation rooms. Larrakia woman Taleena Lui Villaflor and Larrakia man Trent Lee were commissioned to create feature artworks.

Development of headspace Palmerston used a co-design process, covering site design, furniture and fittings through to service delivery models. A Youth Reference Group provided valuable advice on the overall look and feel. The headspace Palmerston Implementation Committee included stakeholders, Elders and family and friends from Palmerston and rural areas. Larrakia man Uncle Tony Lee provided ongoing advice and support around how headspace Palmerston can best meet the needs of Aboriginal and Torres Strait Islander young people and families.



► Financial inclusion

Money can be both a barrier and enabler to meeting needs and having choices. From housing and food to essential services, education and participation in the community, money is important.

An increase in the cost of living, rising housing costs and the impact of COVID-19 on people's employment, livelihoods and savings has impacted many Territorians. Our highly skilled and committed Financial Counsellors and Capability Workers have been in demand providing information, advocacy and practical assistance.

Anglicare NT offers a range of Financial Inclusion services including financial counselling, building financial literacy, budget education, assistance with debt management and the impact of gambling, short courses, microfinance schemes, emergency relief and more. Tax Help is also available as a free service for eligible people to assist with simple tax matters.

Highlights

- We welcomed the **transition and sub-contracting of several financial inclusion services** from Somerville Community Services, including the National Debt Helpline and additional Financial Counsellors.
- We expanded **No Interest Loans** from Alice Springs to now include the Greater Darwin and Katherine regions.
- The new **No Interest Loans for Vehicles** provided individuals and families on low incomes with access to safe, fair and affordable credit in the Greater Darwin Region.
- We assisted people eligible for compensation across the Territory to register for the **NT Youth Justice Class Action** and provided financial counselling support.
- For our ongoing work uncovering unconscionable sales practices and remediation work with affected consumers, Anglicare NT was awarded a **Consumer Advocacy Award** from Financial Counselling Australia along with Money Mob Talkabout, Bush Money Mob and HK Training & Consultancy.
- Secured five-year funding from the NT Community Benefit Fund for the **Financial Counselling and Gambling Amelioration Service**.



5,738

people assisted to resolve money worries



412

No Interest Loans (NILs) issued across the Northern Territory



Anglicare NT staff attend the Financial Counselling Australia conference in Cairns.

- Financial Counsellors and Financial Capability Workers from Darwin, Katherine, Alice Springs and East Arnhem attended the **Financial Counselling Australia Conference**.
- Staff **enhanced professional qualifications** with Edith Wunungmurra completing financial capability training and Fiona Pettiford, Yashneeta Arya, Kay Ratana and Stephen Neal finalising their Diploma in Community Services (Financial Counselling).
- Our geographically dispersed Financial Inclusion team met face to face in Darwin for the annual **Financial Inclusion Forum** to review progress, plan future action and develop skills.



Financial Inclusion team members from across the Territory meet for their annual forum.

Protecting yourself from financial scams

Scams are on the rise and are an ever-present threat. Remote Aboriginal communities are often targeted. Our financial counsellors work with people every day to help them learn about protecting their money against scammers and how to make the money they have work for them.

A visit to the East Arnhem Money Support Hub uncovered a scam that cost a man almost \$10,000. With the lure of a potential \$800,000 in cash and a new Landcruiser via the purchase of Apple gift cards, the man had transferred \$200 almost every week to the scammers for over 12 months.

After uncovering the scam, the Money Support Hub team reported the fraud to Scamwatch and other authorities. They helped the man to change his bank account details and improve security around his personal information.



Problem Gambling Financial Counsellor, Prue, helps people experiencing financial difficulty as a result of problem gambling.

Broadening our financial services

In March, several financial inclusion services previously provided by Somerville Community Services were transferred or sub-contracted to Anglicare NT. We worked with incoming teams to maintain service continuity, retain expertise and meet the high demand for assistance.

Financial Counsellors at the National Debt Helpline provide free professional assistance to sort out debts, money worries and financial concerns. The Financial Counselling and Gambling Amelioration Service operates in Darwin, Palmerston and Katherine. The No Interest Loans scheme is now available in Darwin, Palmerston and Katherine.

New Mum wins with loan

Amanda was excited as she prepared to bring her newborn baby home from hospital. She was slightly concerned though, as her fridge had recently stopped working and she couldn't afford to replace it.

As a young mother, Amanda had joined the Anglicare NT Pandanus Childbirth Education and Perinatal Support Program. The team referred Amanda to the No Interest Loans scheme and helped her get documents together.

A Financial Counsellor identified an outstanding bill and helped Amanda set up a repayment plan with affordable contributions. With that bill in hand, Amanda was approved for a No Interest Loan to cover the cost of a replacement fridge. Amanda was so happy to come home with her baby and have a working fridge.

*name changed for confidentiality

► Housing and homelessness

Homelessness and a lack of affordable housing remain significant challenges facing the community. More than 13,700 Territorians experience homelessness on any given night (Australian Bureau of Statistics 2016).

Systemic problems of spiralling rental prices, extremely low vacancy rates and long public housing waitlists are compounded by increasing cost of living pressures. Centrelink benefits and pension rates have simply not kept pace with inflation and decline in real value over decades.

Our community housing, transitional accommodation, tenancy support, stronger homes housing options and pathway programs help people experiencing homelessness in many ways. Staff help people keep their tenancies where they have housing and ensure people living in our accommodation feel safe and supported as they plan for their future. One-on-one mentoring and short courses assist people to develop tenancy, budgeting and life skills.



Calling for action during Homelessness Week

During Homelessness Week in August 2022, Anglicare NT joined organisations in Katherine to raise awareness of homelessness. This year's theme was 'To end homelessness we need a plan'.

Dozens of Katherine residents experiencing homelessness created a community artwork. The artwork captured names of people experiencing homelessness, how long they have been homeless for and their ideas for change.

Anglicare NT Katherine Program Manager Nixon Too, in Canberra for the National Homelessness Conference 2022, joined other Northern Territory delegates to present this collective artwork to Federal Minister for Housing and Homelessness The Hon Julie Collins MP.

Highlights

- The **Annual Rental Affordability Snapshot (RAS)** in March 2022 found no affordable and appropriate properties across the Territory for singles, couples or families on JobSeeker or single people living on Youth Allowance.
- The Katherine, Darwin and Palmerston **Stronger Homes transitional accommodation and tenancy support service** transferred across from Somerville Community Services in March.
- 93% of respondents in **our annual 'Tell Us What You Think' survey** believed that living in a house had made "a real lot" of impact on their health and 83% said having a home had improved their relationships and that their overall lives had improved.
- During **National Homelessness Week**, Housing Support Services in Alice Springs joined local organisations to provide a free barbecue on the Todd Riverbank.
- Individuals and families at **Garaworra transitional accommodation** were offered on-site programs including HIPPY for pre-school aged children, cooking, sewing, life skills, first aid and regular fun events.
- In Nhulunbuy, we continued to provide the **Food Matters breakfast program**. People sleeping rough are offered breakfast once a week and can wash clothes, check in with staff and seek assistance for other issues.
- The **Housing Accommodation Support Initiative (HASI)** was successfully expanded to Katherine.
- The **Schizophrenia Awareness Week** event in Darwin's Raintree Park was supported by HASI staff.
- **COVID-19 food relief, hygiene products and rapid antigen tests** were delivered to people impacted with COVID-19, isolating in our transitional accommodation and people in our tenancy support programs.



The Food Matters breakfast program in Nhulunbuy provides rough sleepers with a free breakfast each week.



102,584

nights of
accommodation
provided



1,282

people assisted
through community
housing, transitional
accommodation and
tenancy support

Garaworra celebrates 10 years

To celebrate 10 years of operation, a combined anniversary and Christmas event was held at Garaworra in December 2021. The day featured a catered lunch, sampling food from Bush Food Tasting, craft activities and an ice cream truck!

Property Manager Karen Ah Mat and Case Managers Dolores Taufu and Sandra McCauley have worked at Garaworra since it opened. Over the years, these women have developed close relationships with residents, their children and extended families and communities. They have seen the accommodation site expand to now house around 70 individuals and families at any one time across the 19 dwellings.

Trusting relationship changes a life

The Housing Accommodation Support Initiative (HASI) assists people with a mental illness to help maintain their tenancy, provide psychosocial supports, develop life skills and enhance quality of life.

Mali* was referred to HASI in 2018 with a diagnosis of schizo-affective disorder and other chronic health conditions. Initially Mali refused to see her health care providers or take medication consistently. She rarely left her home and didn't want anyone visiting. She wasn't looking after her unit, which created a risk to her ongoing tenancy.

Over time, Mali developed a trusting relationship with her key worker and began to identify and bring about dramatic changes in her life. She started taking care of her home, eating healthier food, attending medical appointments and connecting with the community. Mali is now open to home visits and goes on outings with her key worker, especially to the local café!

**name changed for confidentiality*

► Pre and post release support

Settling back into the community living after release from prison is often complicated. Our OutCARE service in Darwin and Alice Springs is kicking goals and having a positive impact.

OutCARE is for men leaving prison and addresses the very real risk of homelessness, social isolation, disconnection from family and community along with mental health and or substance use issues. The service offers transitional accommodation, support, pathways to employment and education options. We also support connections with family and help with financial hardship and money worries.

The Coordinating Chaplaincy Program for Darwin and Alice Springs is auspiced by Anglicare NT on behalf of the NT Council of Churches. Chaplains provide pastoral care, distribute books and Bibles, support religious services and coordinate visits from faith groups and volunteers who prepare and deliver services.



OutCARE starts in Darwin

Several men leaving prison have joined the new OutCARE service in Darwin. Commencing in 2021, we provide accommodation and support for up to six men at any time in two properties.

Through a partnership with NT Corrections, CAAPS, Batchelor Institute of Indigenous Tertiary Education (BIITE), Programmed Property Services, HB Concreters, Demountable Sales & Hire and The Friendly Gardener, OutCARE participants and staff worked to give the OutCARE properties a 'makeover'.

Work included construction of a shed and garden beds, and a full day working bee supported by other Anglicare NT staff resulted in a full clean and internal paint. Following the collaboration, an OutCARE participant was able to secure job interviews with two local businesses.

Highlights

- Alice Springs and Darwin **staff working in OutCARE have significantly reduced recidivism rates** through their deep engagement with and respect for the men they support. Staff have forged positive relationships with correctional services, employers and other services to help men reintegrate into community life and find renewed purpose.
- Long-term Prison Chaplain **Geoff Crabtree worked with the Alice Springs prison for 21 years**. He retired this year and was presented with a plaque at a farewell morning tea to honour his efforts and positive impact on so many lives.
- The **Chaplaincy volunteer program** in Darwin expanded and we welcomed a Buddhist Monk, members of the Uniting Church Casuarina congregation, Nungalinga College and the Uniting Church's Indigenous Ministry along with an Imam from the Islamic Society. We thank the many volunteers that support the Prison Chaplaincy Program.

Prison Chaplain commissioning

With support from the NT Council of Churches, Pastor Daniel Tetteh and Reverend Christos Kastaniotis were commissioned to the Ministry of Prison Chaplaincy at Christ Church Cathedral in March this year.

Prison Chaplains provide consolation and encouragement, along with spiritual guidance and emotional support, helping prisoners on a journey of reflection and transformation. Their support is offered to anyone in a correctional facility, regardless of faith or religious background, and is also available to family members.



Reverend Christos Kastaniotis and Pastor Daniel Tetteh are commissioned as Prison Chaplains, with Operations Manager Deborah Bampton.

► Relationships, parenting and family support

Resolve Counsellors, Child Consult Specialists and Mediators are solution-focused, practical and care. It's important to know professional help is available during tough times and that it's good to seek help early. Like your car, or bicycle, relationships sometimes need a repair and benefit from maintenance!

The Refugee and Migrant Settlement Service (RAMSS) continued to support refugees and migrants as they establish new lives in Australia and navigate services, systems, institutions and make connections.

The Intensive Parenting Support Program helps vulnerable families stay together, while the Child and Family Contact Service enables families to maintain contact with children in care through supervised access and supported reunification efforts.

Highlights

- A range of responsive evidence-based group **Parenting Courses** were held in Darwin.
- We introduced a new **Social and Emotional Skills** program for children (8 to 11 years) to build confidence and self-regulation skills.
- The **Frangipani Group** met weekly on the Gove Peninsula. Pregnant women connect and learn from midwives and peers about staying healthy, birth and breastfeeding.
- In a tight recruitment environment, we **successfully recruited experienced staff** to complete our teams.
- Strengthened partnership with Relationship Australia NT to provide Family Dispute Resolution practitioners for the **Family Relationships Centre** to help meet demand.
- A new weekly **parent's group in Nhulunbuy** offers a space to connect while doing craft, cooking and children's activities together.
- We organised culturally informed **Trauma Healing Training** for 60 health and community staff from across East Arnhem, delivered by We Al-li and funded through Rio Tinto.
- During **Refugee Week**, the NT Ukrainian-Australian Association educated staff about support efforts for people in Ukraine.



1,176

people received assistance through our suite of relationship, parenting and family support services



Culturally informed trauma healing training in Nhulunbuy.

New partnerships help strengthen families

After successfully achieving new NT Government contracts, CAAPS Aboriginal Corporation (Greater Darwin) and Akeyulerre Aboriginal Corporation (Central Australia) commenced delivering Family Support Services in 2022. Anglicare NT is excited to partner with these Aboriginal Controlled Organisations through a subcontract to deliver agreed service components.

The new Family Support Service provides targeted, intensive and culturally appropriate support for families with a focus on keeping children safe, families together and connected to community.

Valuing the unique strengths and attributes of all families is important. We help parents build healthy and safe relationships with each other and their children. Staff are trained in contemporary practices as we strengthen efforts to tackle domestic and family violence and promote child-safe environments.

► Services for older people

Maintaining connectivity to family, community and culture is central to older people's ability to choose the lives they want to live. Our aged care services support older people's aspirations, help meet needs and provides an important point of connection.

Our work with older people includes:

- **Home Care Packages** and a **Community Home Support Program** to support older Territorians to remain in their homes.
- Targeted assistance for older homeless people through the **Assistance with Care and Housing** service to link them with aged care supports.
- A **Community Visitors Scheme** to connect volunteer visitors with older people at risk of social or cultural isolation in aged care facilities or in their own home.

Continuous improvement is an ongoing journey. This year we engaged a Senior Project Officer to work with staff on a gap analysis to strengthen our systems, processes and practices in aged care.

Participants feel safe and listened to

Our services support older people to live full and rewarding lives and maintain independence for as long as is possible. The annual 'Tell Us What You Think' survey informs us about consumer experiences, satisfaction levels and helps us gain insights into ways we can improve what we do.

97% of respondents said they always felt safe with Anglicare NT staff, and none felt unsafe. 96% indicated they are listened to, respected and know how to make a complaint. 100% said they would recommend Anglicare NT to someone else who needs support.

"Daily you help me with personal care which has enabled me to live close to family. The staff perform personal care in a compassionate and caring manner."

Tell Us What You Think - survey respondent

Highlights

- We have **grown our Home Care Packages** and acknowledge and thank consumers for selecting Anglicare NT.
- Our Home Care Package processes and documentation were **assessed to be of high standard in a Quality and Complaints Commission Educational Review** for Home Care Packages.
- We formed a **partnership with Datjala Work Camp in Nhulunbuy**. Quality, culturally appropriate food is prepared for local consumers while prisoners receive supervised work experience.
- Scope Training visited Nhulunbuy to deliver **accredited aged care training**. Modules can be used towards a Certificate 3 in Aged and Disability Home Care.
- Staff in Darwin joined the Memory Walk and Jog to **raise funds for dementia research**.
- After a COVID-19 related delay, we were finally able to hold a **flower arranging activity** for older people in Katherine during Senior's Month.
- The Katherine Senior's Group hosted a successful **Biggest Morning Tea fundraiser**.
- Our **at-home exercise support** helped several aged care consumers in Darwin improve their general mobility and ability to go out.
- We are introducing a new online **Learning and Development training platform** for Aged Care Support Workers to complete core modules in a more streamlined way.

"Your support has enabled me to live as near a life as I can by keeping my house neat, tidy and particularly clean. Without this support I would suffer both mentally and physically."

Tell Us What You Think - survey respondent



210,420

kilometres of transport assistance provided to older people



579

consumers received assistance across the Northern Territory

Celebrating 25 years of the Community Visitors Scheme

Anglicare NT celebrated 25 years of delivering the Community Visitors Scheme (CVS) in the Northern Territory with an event for volunteers and participants at Parliament House in November.

Anglicare NT have recruited, trained and supported thousands of volunteers since 1996 and currently offer the program in Darwin, Palmerston, Alice Springs, Katherine, Tennant Creek and Nhulunbuy. Many special connections have been made over the years between people of different ages through exploring life experiences and personal interests along with shared languages and cultural understanding.

Volunteers and staff celebrate 25 years of the Community Visitors Scheme in the Territory at Parliament House.



Carers from East Arnhem enjoy a respite trip to Darwin.

Time out in Darwin

A week away from home, family and daily responsibilities is offered each year through a respite trip for aged care consumers from the Gove Peninsula area of North East Arnhem Land.

13 women and four staff travelled to Darwin for a week of outings, shopping, reunions and new experiences. The women were also able to spend time with family members living in Darwin.

The group were thrilled to undertake a personalised tour of the Telstra National Aboriginal and Torres Strait Islander Art Awards by the Indigenous Curator at the Museum and Art Gallery. Of particular interest were the beautiful works of world renowned artists, friends and family, some of whom have now sadly passed.



► Supporting people with disabilities

The Northern Territory is a complex place for the 20,000* people living with a disability. Challenges with the National Disability Insurance Scheme (NDIS) and an influx and high turnover of NDIS providers combines with limited options for support in some locations.

As a Registered Provider under the NDIS Quality and Safeguards Commission, we undergo independent assessments and must demonstrate compliance with standards to keep our approved Provider status.

We are pleased that the Federal Government has committed to fix problems and stamp out the fraudulent actions of unethical Providers. The NDIS has great potential to improve the lives of people with a disability. We need to keep advocating to make sure all Territorians get their needs met.

*The Northern Territory Disability Strategy 2022-2032, Department of Territory Families, Housing and Communities – Office of Disability.



99%
of respondents confirmed support provided had a positive impact on their wellbeing



363
people received individual assistance or coordination of support

Highlights

- We **centralised our NDIS Support Coordination unit** to improve flexibility and support growth to address increasing demand for assistance.
- The **'Tell Us What You Think' survey was rolled out**. Of the 53 NDIS participants who gave feedback, 89% said they were happy with the service.
- We moved our Aged and Disability database to the cloud and provided **additional training to staff on the new system**.
- Staff joined with other service providers and participants at a **'Defend our NDIS' event** in Darwin.
- A **participant's dream came true** when they were enabled to attend a Midnight Oil concert.
- As his confidence and skills grew, Ben stopped receiving Meals on Wheels and eating frozen supermarket food. He now **looks forward to making dinner** with his Support Worker.



Sheila heads out to the Midnight Oil concert.

*"Staff are magnificent!
Always caring, reliable and
compassionate. Functions
are extremely well organised
and provide service to the
community – well done all!"*

Tell Us What You Think - survey respondent



Members of the Darwin disability services team.

What is Support Coordination?

Some people have experienced cuts to their NDIS plans due to underspends. We don't think this is fair and it's where our NDIS Support Coordinators can help. They are experts in local service systems, know what's available and provide information and options so NDIS participants can make informed choices about the services and supports they receive. Support Coordinators are persistent and advocate strongly. They help people get the most out of the funds available on their plans.

Hearing the voices of our participants

People accessing our disability support services had the opportunity to inform us about our services through our 'Tell Us What You Think' survey. Of the 53 people who responded to our latest survey, 93% said staff listened to and respected them. 84% said they knew how to make a complaint or give feedback.

"Anglicare NT assist in both practical and organisational ways – going to appointments, support in NDIS meetings, running errands and domestic assistance.

It has improved my self-esteem and sense of independence and autonomy and helped increase my participation in the community."

Tell Us What You Think - survey respondent

Dedicated staff go above and beyond

Suyog Shrestha and Ellen Sercombe share the same birthday. They also both love working with people and supporting participants to live their best life. Their personal values align with Anglicare NT's values – respect, kindness, hope, fairness and integrity.

Suyog and Ellen enjoy connecting with people. They listen deeply, help find solutions to problems and support participants to reach their personal goals.

This year, Ellen celebrates 30 years working with Anglicare NT. In the early days, Ellen supported Aboriginal people visiting Darwin from remote communities for medical appointments. This was followed by supporting migrants and refugees for 7 years and Anglicare NT's contribution to the emergency response for Timor-Leste after the 1999 UN-sponsored referendum. Ellen now works part time as a Support Worker with Darwin Disability Services.

Suyog reached his 10-year milestone this year. He is the Program Manager of our Darwin Disability Services and supports a big team of 40 Support Workers.



Suyog and Ellen share a love for their job, the people they work with and even have the same birthday!

► Suicide prevention training

Suicide has a devastating impact on individuals and families from all walks of life. It is felt heavily in many groups of friends, workplaces and communities across the Northern Territory. Suicide, and the ongoing risk of suicide, is everyone's business. It is critical we collaborate to do all we can to make a difference and reduce the likelihood of suicide being considered an option.

Building skills and having access to the right words and resources can help us feel more confident and able to talk to loved ones, friends, colleagues and strangers about suicide. This is why Anglicare NT has continued to roll out evidence-based suicide intervention and awareness training courses. These courses help people to recognise the signs of suicide, to apply practical interventions and know how to seek additional assistance when needed.

Across the Top End, we offer the **two-day LivingWorks Applied Suicide Intervention Skills Training (ASIST)** and **half-day safeTALK** courses. ASIST teaches participants to recognise when someone may be at risk of suicide, how to connect with the person to understand and clarify the risk and ways to increase their immediate safety and link them with further help. safeTALK-trained helpers can recognise when someone is having thoughts of suicide and take action by connecting them with life-saving intervention resources.

In the 2021-22 financial year, our LivingWorks registered trainers conducted 35 workshops and trained 442 people across the Top End. We also contributed to local, regional and national consultations to explore what else needs to be done and the development of new resources and services. Additionally, we worked with impacted communities, workplaces and organisations to develop training schedules that meet their needs.

"I thoroughly enjoyed this workshop as it was very practical and gave me some more tools and better ways to help people at risk of suicide and gave me more confidence to talk to someone in the future."

ASIST participant



442

people trained to help prevent suicides



97%

ASIST participants affirmed the training is practical and can be applied day to day



Participants of Applied Suicide Intervention Skills Training (ASIST) in Katherine.

► Our staff

Through our people, from remote to urban settings, we support the Territory's diverse communities. The people who choose to work with Anglicare NT are our greatest assets.

Our values of hope, kindness, respect, fairness and integrity underpin the work that we do and how we do it. Our people truly live these values. As at June 30 2022, 379 staff were employed across the Northern Territory.

Highlights

- Refreshed our performance planning process and introduced the new **GROW performance review** process.
- Developed **leadership and management skills** through two dedicated leadership training programs.
- Continuous **learning and development opportunities** included cultural competency, suicide awareness, inclusive practice and specialist training.
- Continued to invest in and monitor progress against our **Aboriginal Workforce Development Strategy**.
- Supported Aboriginal and Torres Strait Islander trainees through a new workplace agreement with **Indigenous Allied Health Australia**.
- **Pastoral care** available to employees through Staff Chaplains based in Darwin, Katherine and Alice Springs.
- Provided **recruitment assistance** to CAAPS Aboriginal Corporation and Ampilatwatja Health Centre Aboriginal Corporations for hard to fill positions.
- Joined other organisations in commissioning ARDS to develop HR information videos in ten **Indigenous languages**.
- **Free counselling** was accessed by employees and their immediate family through our Employee Assistance Program.
- Our **family-friendly workplace commitments** enabled 12 staff to access paid parental leave and 3 staff to access partner leave.
- We employed staff from over 30 diverse **cultural backgrounds**.



Longterm friend of Anglicare NT Wayalwanga Marika with Deputy CEO Ann Buxton in Nhulunbuy.

Staff by Location and Employment Type

Location	Full time	Part time	Casual	Total
Alice Springs	24	13	10	47
Darwin	115	78	51	244
Katherine	17	8	7	32
Nhulunbuy	21	9	3	33
Remote	0	2	21	23
Total	177	110	92	379

Equal Employment Opportunity

	June 2022	% of total staff
Female	290	77%
Male	89	23%
Aboriginal & Torres Strait Islander	62	16%

Recognition of service

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

Adam Holme
Alisdair Kennedy
Ann Buxton
Antonieta Wunungmurra
Aroha Cockle
Bill Matchett
Brenda Murrungun
Bronwyn Phillips
Chloe Yiannitsaros
David Hayes
Dolores Taufa
Ellen Sercombe
Gavin Coehn
Geoffrey Crabtree
Heather Dingle
Helen Milminydjarrk

Jacki Hunter
Julia Wormer
Julie Rothall
Karen Ah Mat
Mardi Tschirpig
Mark Muraru
Michelle Parker
Mythilly Krishnan
Paul Rodin
Rosa Malpartida
Ruth Amerasekera
Sandra McCauley
Sandy Graham
Stephanie Bradley
Suyog Shrestha
Thomas Neville



87%

of survey respondents said Anglicare NT was a truly great place to work



99%

said in respect to Gender Equality, women are provided with equal opportunity to work in management positions



East Arnhem staff recognise more than 5 years of service.



Darwin staff celebrate Harmony Day.

Anglicare NT is a great place to work

In our fourth independent Staff Survey since 2015, employees confirmed they are happier than ever to work at Anglicare NT. BPA Analytics surveyed staff between 14 March and 12 April 2022, with a 71% completion rate (239 respondents).

87% said that Anglicare NT was a 'truly great place to work', telling us they feel a strong sense of solidarity and unity within their team. Additionally, 75.8% are experiencing their working life in the 'Engagement Cycle', again the highest-level achieved to date.

Anglicare NT set new national benchmarks in several areas including workplace inclusion, celebration of diversity, respect for all cultures and recognition of achievements.

Survey results will guide management on areas for improvement including annual performance conversations, planning for professional development and ensuring management feedback to staff is timely and constructive.

"One of my friends recommended Anglicare NT for me and she has been working here for almost two years. She had mentioned great things about Anglicare with me and I feel the same after starting to work here."

Anglicare NT staff member

► Our volunteers

Volunteers make a meaningful contribution to the services and communities we support. Volunteers are an important part of our organisation and give freely of their time, skills and experience at all levels of the organisation.

The past year was challenging for many of our volunteers as we grappled with the continuing impact of COVID-19 and service delivery changes. For over 20 years, our Ludmilla OpShop provided second-hand clothing and household goods. Unfortunately, the impacts of COVID-19, cheaper clothing and changing purchasing options meant we had to close this service in February. The OpShop was an important place of connection for volunteers and the local community. Sadly, we also ceased the volunteer component of our Alice Springs Meals on Wheels program.

We thank the many volunteers who have helped members of our community stay connected and feel valued.



Community Visitors Scheme staff and volunteers Stephanie, Paul and Quito.

Community Visitors Scheme

The Community Visitors Scheme (CVS) is a national program that connects volunteers with older people at risk of social or cultural isolation. It is offered by Anglicare NT in Darwin, Palmerston, Katherine, Nhulunbuy, Alice Springs and Tennant Creek. Volunteers visit at least once each fortnight, providing friendship and links to the local community.

This year, Margaret Ellis reached 10 years of dedicated volunteering with CVS in Alice Springs. Margaret visited people one-on-one at Flynn Lodge and Old Timers aged care facilities, as well as running trivia games over lunch with a group of residents. We wish Margaret all the best as she settles into life in South Australia.

We also celebrate CVS volunteer of over 20 years, Wendy Portlouis, who received a Highly Commended in the 2021 INPEX Lifetime Contribution to Volunteering category.



Izzy has volunteered with Anglicare NT for over 20 years.

Izzy gives decades of service

Izzy Dak has lived in the Territory for over 40 years. Izzy has a long history of both working for and volunteering with Anglicare NT across several services in Alice Springs and Darwin.

In 1998, Izzy approached Anglicare NT to do volunteer work. He'd had an accident the year before and this resulted in Izzy experiencing a disability. He wanted to keep busy and continue helping others.

Health issues saw Izzy relocate to Darwin in 2014 from Alice Springs. Being in a volunteer role gave Izzy the flexibility needed to accommodate medical treatments. This was when he began volunteering with the Anglicare NT OpShop. Izzy was a key volunteer until it closed in 2022.

Izzy now volunteers for the Community Visitors Scheme, regularly visiting a couple of residents as well as running two art and craft group activities making feather flowers, birthday cards and painting sessions.

Izzy makes a real difference to others, providing social support to older people who are isolated or lonely.

Thank you, Izzy, for dedicating so many years to helping others. Anglicare NT continues to appreciate Izzy's frank and fearless feedback, his unique insights and contributions.

"I love volunteering for the people – the variety of people and nationalities. I like talking with people that want to talk."

Izzy Dak, volunteer

► Our supporters

Building a fair and just community requires a collective effort, galvanised by generosity, shared values and collaboration. Alongside our broad range of service delivery partners, Anglicare NT recognises the diverse forms of support received from individuals, communities, businesses, parishes and funders.

Parishes

As an organisation founded by the Anglican Diocese of the Northern Territory we continue to engage with local parishes. In October each year we participate in a series of **Anglicare Sunday** church services. This provides an important opportunity to build connections and share our work. Parishes also support the important work of our **Prison Chaplaincy** programs.

Our **Staff Chaplains** provide pastoral support to staff and family members. Additionally, they provide a critical link between Anglicare NT and local parishes through regular communications, site visits and coordinating Anglicare Sunday.

Community

Across the Territory and beyond, there are many **individuals** and **community groups** who support our work. Great examples of supporters are:

- Nhulunbuy Rotary Club for a donation towards our Food Matters breakfast program for homeless people.
- Hayley Shone who raised \$1,000 for headspace Katherine through a 'Live at the Bat' music event.
- A child from Yuendumu who donated pocket money to support our work with homeless people in Alice Springs.

Businesses

Many local businesses support our work with Territorians through in-kind or financial donations.

Area9 IT Solutions continued their long-term monthly pledge to the Moving On After Care and Brokerage Service and **Jacana Energy** donated a percentage from their customer surveys.

At our 10th annual Couch Surfing event, **First Nations Broadcasting** generously provided \$80,000 of in-kind support. Several local businesses contributed products and services for this community awareness event, including Lo Castro Foods, Bunnings and Buslink.

Funding bodies

A range of Northern Territory and Australian Government departments, for purpose organisations and philanthropic foundations provide funding to deliver specific services or to support projects.

We would particularly like to thank the **B B & A Miller Foundation** for their contribution of \$100,000 to support our Partnership Support Service initiative.

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



Leonie Patterson speaks at Christ Church Cathedral on Anglicare Sunday.



headspace National CEO Jason Trethowan and Hon Malarndirri McCarthy join Executive Manager Jade Gooding at the opening of headspace Palmerston.



Minister for Territory Families and Urban Housing Hon Kate Worden MLA, Councillor Sylvia Klonaris, James Parfitt Top End Dreaming Indigenous Employment and Consultancy and Leonie Patterson at the 2022 Couch Surfing event.

► Environmental sustainability

We focus on issues that really matter. We know the people and communities we work with care about the environment, as do our staff. The impacts of climate change and environmental degradation will affect all Territorians, particularly those impacted by poverty and homelessness.

The new Strategic Plan 2022-25 affirms Anglicare NT's commitment to advocate for ecological justice and to identify what else we can do to reduce our carbon footprint.



56%

decrease in fleet and fuel CO₂-e from baseline data

Highlights

- The results of our latest emissions audit show a reduction in purchased goods, fleet and fuel and electricity usage compared to the 2019-20 baseline.
- Staff have embraced the use of online meetings and we are progressively moving client data to online platforms, reducing the need for paper-based systems.
- Hybrid vehicles are replacing regular vehicles, with 18% of our fleet now hybrid. We continue to monitor the potential to introduce electric options.
- Our EnviroCare staff group continued to raise awareness about single-use plastics, the value of recycled Christmas gifts and through events such as Ride to Work Day and Clothes Swaps.



Staff collectively saved over 100 kilometres of fuel on a Ride to Work day.

Emission Source	2021-2022 CO ₂ -e (tonnes)	Proportion of total %	2019-2020 Baseline CO ₂ -e (tonnes)	Proportion of total %
Purchased goods	606	34%	1,208	41%
Fleet and fuel	301	17%	686	24%
Employee commuting	485	27%	691	23%
Business travel	260	14%	184	6%
Electricity	50	3%	147	5%
Waste	29	1%	29	1%
Fugitive refrigerants	79	4%	N/A	N/A
Total	1,810 † CO₂-e	100%	2,945 † CO₂-e	100%
Total per FTE	6.8 † CO₂-e		9.5 † CO₂-e	
Reduction measures				
Renewable energy	-15.7 † CO₂-e		-13.91 † CO₂-e	

Financials

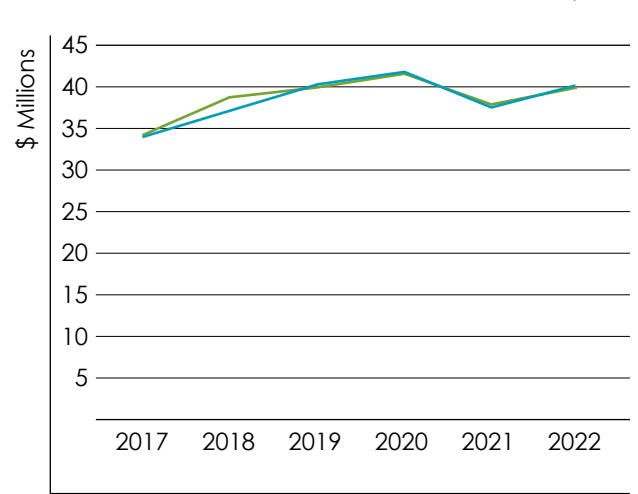
Income over the financial year increased by 5% to \$39,664,000, with the organisation ending the year with an operating surplus of \$697,000 (1.7% of turnover).

Due to changes in accounting standards, we are required to also account for unrealised changes in the value of investments. Volatility in international financial markets has shown a loss in the value of investments of (\$789,000), hence a financial loss recorded in the Comprehensive Income for the year of (\$92,000).

Cash levels remain high and ensure the organisation can always pay its bills when they fall due.

The External Auditors, BDO, have once again provided a thorough analysis of our finances and related control systems and provided a 'clean audit' of the organisation.

Income Growth Trend

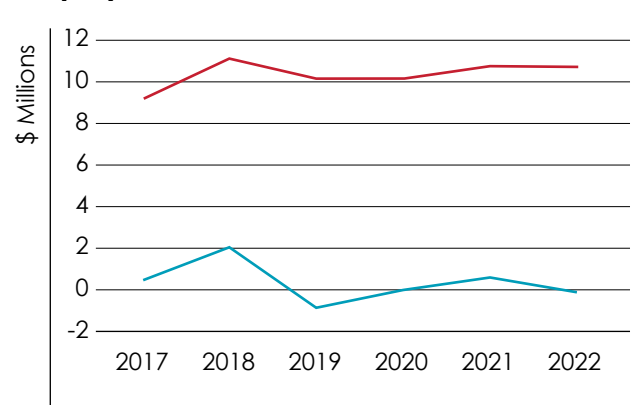


Financial Year Ended 30 June



Some members of the Anglicare NT Finance team, with Executive Manager Shared Services Dave Jones (far right).

Equity Growth Trend

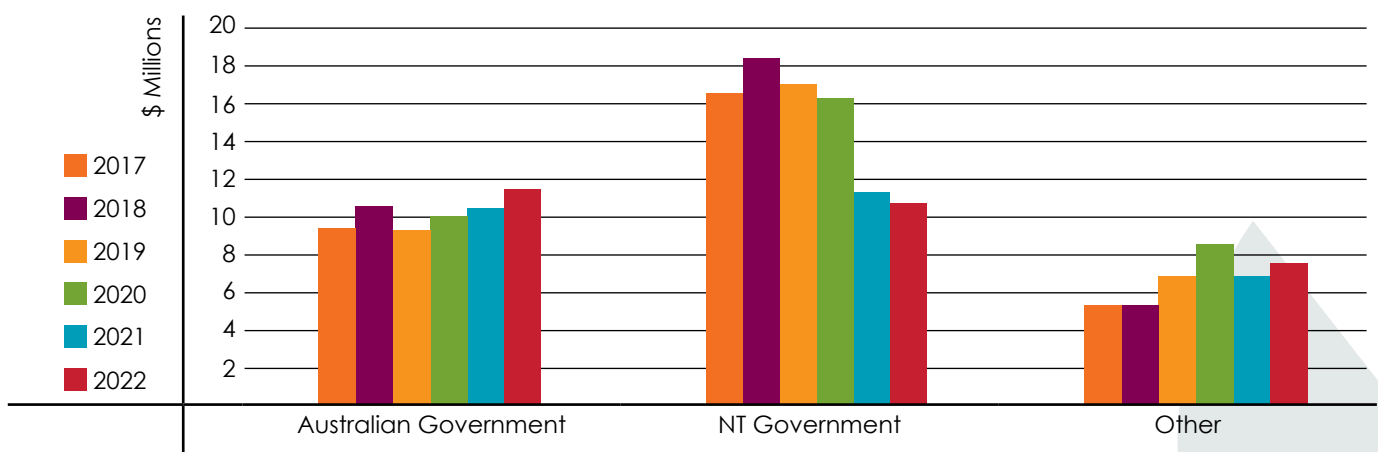


Financial Year Ended 30 June

Grant Funding Sources 2021 – 2022

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 increased slightly and we saw a modest growth in fee for service and independent income.

Grant Funding Sources



Anglicare NT Statement of Profit and Loss and Other Comprehensive Income for the Year Ended 30 June 2022

	2022 \$'000	2021 \$'000
REVENUE		
Grant revenue	30,041	28,852
Other revenue	9,623	8,639
TOTAL REVENUE	39,664	37,491
EXPENSES		
Employee expenses	26,492	25,123
Depreciation	3,431	3,986
Client support services	3,162	2,611
Administration	2,490	2,386
Motor vehicles	882	789
Information communication technology	784	585
Property	1,235	1,367
Travel	491	512
TOTAL EXPENSES	38,967	37,360
NET SURPLUS	697	131
Fair value remeasurement gains/(losses) on financial assets	(789)	483
TOTAL COMPREHENSIVE (LOSS)/INCOME FOR THE YEAR	(92)	614

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 Financial Position as at 30 June 2022

	2022 \$'000	2021 \$'000
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	6,508	6,534
Trade and other receivables	1,566	804
Other current assets	642	885
TOTAL CURRENT ASSETS	8,716	8,222
NON-CURRENT ASSETS		
Financial assets	6,125	6,275
Property, plant and equipment	3,886	4,021
Right-of-use assets	5,367	7,239
TOTAL NON-CURRENT ASSETS	15,378	17,535
TOTAL ASSETS	24,094	25,758
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	4,143	3,956
Employee benefits	2,491	2,205
Lease commitments	2,113	1,839
TOTAL CURRENT LIABILITIES	8,747	8,000
NON-CURRENT LIABILITIES		
Trade and other payables	158	154
Employee entitlements	1,231	1,325
Lease commitments	3,294	5,523
TOTAL NON-CURRENT LIABILITIES	4,683	7,001
TOTAL LIABILITIES	13,430	15,002
NET ASSETS	10,664	10,756
EQUITY		
Retained surplus	11,296	10,588
Reserves	(632)	168
TOTAL EQUITY	10,664	10,756

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 2022, 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 2022 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards - Simplified Disclosures 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 - Simplified Disclosures 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, 28 October 2022

► Acknowledgements

Funding Bodies

Australian Government

Department of Health
Department of Social Services
National Indigenous Australians Agency

NT Government

Department of the Attorney-General and Justice
Department of Industry, Tourism and Trade
NT Health
Department of Territory Families, Housing and Communities

Organisations

Area 9
Australia Post
B B & A Miller Foundation
Brotherhood of St Laurence
CatholicCare NT
Good Shepherd
headspace National Youth Mental Health Foundation
National Disability Insurance Agency (NDIA)
Northern Territory Primary Health Network (NT PHN)

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 Australian Financial Counsellors Association (SAFCA)
Suicide Prevention Australia
Volunteering SA & NT Incorporated







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