



Annual Report 2022-23





BISHOP'S MESSAGE

I commend this year's Annual Report, which sets out so clearly what a valuable contribution Anglicare NT makes in the Territory community. Anglicare NT grew out of Anglican church ministries happening in different parts of the Territory, and the link between the Anglican Diocese of the Northern Territory and Anglicare NT remains strong. Anglicare NT has the scope and reach to be able to care for many more people than is possible through our parish churches, but we see this work as an embodiment of God's loving provision for all people, which our churches also express, both for now and into eternity.

We know that the challenges of today are only increasing, with higher costs of living, unacceptable levels of domestic and family violence, limited supply of affordable housing and many other issues. I am grateful for the management and especially frontline staff of Anglicare NT, who persevere in offering help and hope for those who need it so much. God hears those who call out to him, and Anglicare NT similarly seeks to hear the voices of those who are calling out from places of challenge and struggle. It is vital to hear the lived experience of those voices as Anglicare NT shapes its programs – which is why Anglicare NT so actively supported the Yes campaign for the Voice referendum, and why post-referendum, it will continue to listen.

I trust that as you read this Annual Report, you will hear something of the voices of people who have been blessed through Anglicare NT.

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.

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2022-23 Annual Report
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CHAIR'S REFLECTION

Reflecting on this past year, it has been one where vulnerable people within our community have been put under even further pressure with housing shortages, rental prices, interest rates, inflation, weather events and overall housing costs all increasing with no let-up in sight. This is not to mention the conflicts, wars and crises in areas outside of Australia, which all indirectly affect our community.

While Anglicare NT cannot change issues such as interest rates, inflation, weather or housing costs, we do seek to provide care and relief to those affected by such changes as well as advocating for changes in Government policy in areas such as social housing, access to housing and areas where unconscionable practices impact on disadvantaged members of our community.

As we do each year, our Board has travelled to regional centres (this calendar year, it's been Katherine and Alice Springs) to meet with staff, the people we serve and our partners and funding bodies. The Board values these visits and sees them as a key part of it remaining informed as to the issues and stakeholder interests affecting our relationships and services. They assist us in making decisions which are as well-informed as possible.

Last year I welcomed our then incoming CEO Craig Kelly. Craig's first year has not been without its challenges and on behalf of the Board, I wish to thank Craig and his executive team and the staff and volunteers at Anglicare NT for their great work and their ever thoughtful and kind focus on the people we serve.

Richard Giles,
Chair of the Board



Anglicare NT Board pledges to support the Uluru Statement from the Heart. Pictured with CEO Craig Kelly and Executive Manager Cultural Safety & Partnerships Leonie Patterson.



CEO'S REPORT

From the moment I arrived, staff spoke about the Anglicare NT way of doing things. I was curious to understand what that looked like and could not have been more pleased to discover that the organisation's values of respect, kindness, hope, fairness and integrity are held tightly and taken seriously. There is always much work to be done to nurture and maintain, but the legacy of values-based leadership is evident and drives much of our decision making and behaviours.

This year we grappled with increasing demand for services, recruitment challenges and higher operating costs. We have also experienced a funding reduction from some sources due to efficiency dividends and unfunded wage increases. Working closely with our sector partners, we will continue advocacy efforts to ensure the financial viability of the sector, and moreover meet community expectations of appropriately investing in prevention and ensuring help is there when needed.

To strengthen Anglicare NT's capabilities going forward we commenced a substantive restructure to better support regional planning, service delivery operations, increasing compliance requirements, program reforms and growth. While challenging to compete in a tight labour market, we have welcomed some experienced and talented leaders into our executive and senior management team and expect to complete the restructure by year's end.

I am proud Anglicare NT has been a strong ally on the 'Voice, Treaty and Truth' in support of the Uluru Statement from the Heart and accepted the generous invitation issued on 26 May 2017 from Aboriginal and Torres Strait Islander people to walk together for a better future for all. We also worked alongside over 150 Reconciliation Australia partners to support the Voice to Parliament as it aligns strongly with Anglicare NT's vision of 'a full life and social justice for all' and reconciliation commitments. We will continue to support Aboriginal and Torres Strait Islander people's rights and aspirations.

The importance of our work and the services delivered to individuals, families and communities cannot be underestimated. In the 2022-23 year, Anglicare NT supported over 24,000 Territorians. Our focus remains on providing quality care and supports, building community capacity, supporting place-based solutions and tackling the causes of inequity. We also launched our Aboriginal Cultural Security Framework, implemented the new Care Finder service and auspiced The SHAK Youth Drop-In Centre. Partnerships and collaborative work with Aboriginal controlled organisations expanded through the innovative work of our Partnership Support Service.

All this is possible due to the dedication and care our staff and volunteers have for their communities, and the support of our partners. My sincere thanks to you all.

Craig Kelly,
Chief Executive Officer



388

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



89

volunteers supported our services



Board Member Pauline Schober with CEO Craig Kelly at the 2023 NAIDOC Week march in Darwin.

BOARD AND COMMITTEES

Our Board of Directors provide leadership, direction and specialist expertise as they oversee Anglicare NT's strategic focus, sustainability, compliance and performance. The Board volunteer their time, meeting in regional centres on a rotational basis to ensure connectedness to the people, organisations and communities we work with.

We thank Craig Kelly for his contributions as Board Member prior to his appointment as CEO of Anglicare NT in December 2022. We also acknowledge Board Member David Ray's contributions to Anglicare NT and those of Company Secretary Samantha Billington.

Our Board is bolstered 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.



Board Members meet in Katherine, pictured with CEO Craig Kelly.

Board meetings and attendance July 2022 - June 2023

	Eligible to attend	Attended
Richard Giles	8	8
Greg Anderson	8	8
Howard Bath	8	6
MunLi Chee	8	7
Craig Kelly	3	1
David Ray	5	4
Pauline Schober	8	7
Ruth Walton	8	8
Sally Yule	8	8

Aboriginal Reference Group

Local Aboriginal and Torres Strait Islander leaders and community members meet at each of our main operational sites annually for Aboriginal Reference Group meetings. The Group offers guidance on ways Anglicare NT can build cultural competency and provide services that better respond to the needs of Aboriginal and Torres Strait Islander people and communities.

The Group helps develop pathways for partnerships with Aboriginal controlled organisations, contributes to strategic planning and informs Anglicare NT on ways to foster a culturally safe workplace and build a strong Aboriginal and Torres Strait Islander workforce.



Alice Springs Aboriginal Reference Group, September 2022 I-r Raymond Walters, Dr Pat Miller OAM, Joyce Taylor, Leonie Patterson and Ruth Walton (Board Member).



Darwin Aboriginal Reference Group, February 2023 I-r Damien Mick, Jason Elsegood, Leonie Patterson, Chrissy Jenner, James Parfitt, Pauline Schober (Board Member) and Camille Damaso.

LEADERSHIP TEAM

This year we restructured the executive team and established several director roles. The change was focused on sustainability and progressing our commitment to quality services, optimising impact, partnership approaches, strengthening regional development and place-based work.

The leadership team is comprised of the executive, directors, operational managers and senior leads from Shared Services and the Service Quality Impact and Development unit.

Our leadership team works closely with program managers, team leaders, staff and volunteers to meet needs and ensure our advocacy work makes a difference for the people and communities we support across the Northern Territory.

It has been a significant year of change. We farewellled and acknowledge the contributions of CEO Dave Pugh, Operations Manager Darwin Community Services Deb Bampton, Financial Controller Breoni Sorenson, Executive Manager Mental Health Jade Gooding, Executive Manager Homelessness & Social Inclusion Marcus Schmidt, Director Operational Support Fiona Lodge, Company Secretary Samantha Billington, Regional Operations Manager Joel Jones and Executive Manager Community Access Sandy Graham.

We warmly welcomed Vanessa Goodworth Company Secretary, Patricia Holtze General Manager Operations and David Alexander Director Partnerships & Business Development. Additionally, we congratulate long-term employees on their successful appointments: Jemma Wood to the role of Director Community Services and Kirrily Freson as Director People & Learning.

We also recognise the efforts of Jemma Wood, Fiona Lodge, Rebecca Creek, Julia Wormer and Patrick McKinnon who fulfilled acting executive roles for varying periods as we progressed implementation of the restructure.

Executive and Directors



Craig Kelly
Chief Executive Officer



Ann Buxton
Deputy Chief
Executive Officer



Leonie Patterson
Executive Manager,
Cultural Safety & Partnerships



Dave Jones
Executive Manager,
Shared Services



Patricia Holtze
General Manager
Operations



Dr Tamoor Mirza
Clinical Director



Jemma Wood
Director
Community Services



David Alexander
Director Partnerships &
Business Development



Kirrily Freson
Director
People & Learning

Leadership Team



Leadership team meeting in July 2023.
L-r: Philip Coyle, Patrick McKinnon, Alex Jeffares, Bronwyn Phillips, Kirrily Freson, Tara Townsend, Dave Jones, Julie Rothall, David Alexander, Leonie Patterson, Craig Kelly, Jemma Wood, Lila Loveard and Ann Buxton.

PROGRESSING OUR STRATEGIC PLAN

It is important to reflect on the first year of our 2022-25 Strategic Plan and to assess what has been achieved, identify where we need to scale up efforts and consider what unforeseen factors have emerged which need to be responded to. Behind any substantive Strategic Plan sit layers of business activities, project plans, project leads and working parties. Below we share some highlights against our four Strategic Plan goals.



Services

Established new **Central Support Coordination Unit** in July 2022. The unit's focus is on the provision of quality coordination of supports for NDIS participants, providing strategic guidance and staff mentoring to regional operations and supporting sustainability and implementation of reforms.

Opened **new headspace Palmerston centre** in October 2022. Substantive consultations were undertaken with young people, families, community members and Elders. The centre is a welcoming and flexible youth friendly space with award-winning design features, furnishings and artwork guided by young people.

Strengthened capacity to identify, respond to and manage child safety and domestic and family violence risks by embedding mandatory reporting, Signs of Safety and Domestic and Family Violence Risk Assessment and Management Framework training across key service delivery streams.

Aggregated improvement actions from multiple accreditation and quality assurance processes to **produce a more measurable Integrated Quality Improvement Plan**.



Innovation & advocacy

Created a new position of **Public Relations Manager to help amplify the work and impact** of Anglicare NT. This role will support advocacy efforts, strengthen media response capacity and help ensure the voice of lived experience is central to the issues we advocate on.

We joined a University of Melbourne **research project to pilot a new parenting program for men**, Dads Tuning into Kids. Staff from Nhulunbuy and Darwin received specialised training and have been rolling out the program. This work compliments the Tuning into Kids and Tuning into Teens suite of programs already delivered.

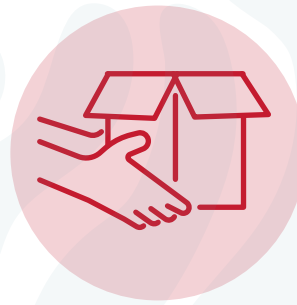
Collaborated with several **peak bodies and key stakeholders to amplify concerns** about the need for a national action plan to address child and youth homelessness and advocated for increased social housing and benefit rates. Our annual Rental Affordability Snapshot highlighted the dire situation in the Northern Territory.

Our first stage project to **develop designated data champions and optimise the benefits** of the suite of client related data systems in use has progressed well. The project also focused on data integrity and trial of apps to reduce administration burden on support workers.



99

services and capacity building activities across the Northern Territory



24,284

people supported across the Northern Territory



Partnerships

Demand has grown so we refreshed the **business plan for the Partnership Support Service** and produced resources and collateral to promote the diverse offerings. We are also documenting the story of how this innovative unit has evolved, how it works with Aboriginal controlled organisations and the difference it is making.

Through the work of the Partnership Support Service, Anglicare NT has joined with lead agency Lhere Artepe Aboriginal Corporation and partner Desert Knowledge Australia to **establish a Justice Reinvestment Backbone in Alice Springs** and surrounding communities.

Successfully worked with stakeholders, several activity providers and our partner CAAPS Aboriginal Corporation to **transition the SHAK Youth Drop-in Centre to Anglicare NT's auspice**. This approach ensured continuity of a valuable local service for young people and a team of very committed Youth Work staff was retained.

Strengthened relationships with Anglican parishes and faith-based entities through Prison Chaplaincy work, Staff Chaplains, volunteering, hosting Clergy breakfasts and the annual series of Anglicare Sunday services. The CEO continues to provide periodic reports to the Diocesan Council.



People

Strengthened governance by embedding increased diversity – there are now a minimum of two places for Aboriginal and or Torres Strait Islander Directors on the Anglicare NT Board and we have increased external members on the Care Governance Committee to secure Aboriginal cultural knowledge and additional clinical expertise.

Launched our **Aboriginal Cultural Security Framework** and associated tools to inform, guide and progress Anglicare NT's organisational, team and individual staff journeys towards cultural competence. The Framework, along with the RAP and Aboriginal Workforce Development Strategy, will require ongoing monitoring and reporting.

Introduced a Staff Wellbeing Framework to recognise increasing mental health issues, changing workplace expectations and to provide staff with clear information, more tangible benefits and improved pathways to support options.

Consolidated use of the **new Learning and Development Platform (ALTURA)** to improve availability, accessibility, affordability and reporting capacity on core training modules for Aged Care and Disability support staff.

RECONCILIATION

Anglicare NT recognises and respects the unique and diverse skills, knowledge and cultural practices of Aboriginal and Torres Strait Islander people. We are committed to two-way learning and seek to strengthen Anglicare NT's cultural competency and inclusivity.

As signatory to the Aboriginal Peak Organisations of the NT Partnership Principles, we support local decision making and commit to deeply listening, learning and walking together. We work with Aboriginal and Torres Strait Islander people towards truth-telling, justice and reconciliation.

Our Reconciliation Committee meet regularly to implement and monitor our commitments through the Reconciliation Action Plan.

Key achievements 2022-23

- The board committed to supporting implementation of the **Uluru Statement from the Heart**.
- We advocated for recognition of Aboriginal and Torres Strait Islander people in the Constitution and for a **Voice to Parliament**.
- Joined **Reconciliation Australia** and over 150 organisations with Reconciliation Action Plans to sign a joint statement in support of a Voice to Parliament.
- We launched the **Aboriginal Cultural Security Framework** which features artwork by Larrakia artist Tyrah Raymond.
- Participated in **Reconciliation Australia's RAP Barometer** in September 2022.
- **Workplace Cultural Audit Tool** developed to ensure our sites are culturally safe and inclusive.

Option to change the date

Many people acknowledge that the 26 January is not an appropriate date for celebrations. For Aboriginal and Torres Strait Islander people this date marks one of invasion, survival and mourning.

As part of our commitment to enhancing cultural safety and inclusiveness, Anglicare NT supported a trial to enable staff to substitute the 26 January holiday with another date. The response was positive, and we will continue to give staff the option to choose another date to celebrate Australia.



Staff from CAAPS Aboriginal Corporation and Anglicare NT cut our NAIDOC Week cake.

- Participated in and hosted several events for **National Reconciliation Week** and **NAIDOC Week**, such as:
 - Free movie screening of *The New Boy* at Palmerston Cinema.
 - Cultural activities day at Ludmilla for NAIDOC Week.
 - Participated in NAIDOC Week marches in all regions.
 - Barbecue and stall held at Katherine NAIDOC market day.
 - NAIDOC Week celebration day held at Alice Springs housing complex.
- **Cultural awareness and team building** day held for Alice Springs staff.
- Leonie Patterson, Executive Manager Cultural Safety and Partnerships, chaired **Anglicare Australia's National First Nations Committee** and is a member of Anglicare Australia's RAP Advisory Group.
- Guided several Anglicare Australia network agencies on ways to **strengthen reconciliation efforts**, cultural safety and partnership work.



Georgia Corrie, Yes23 NT Coordinator and Hannah Pugh-U'Ren from Anglicare NT's Partnership Support Service at the annual Couch Surfing event.

ENVIRONMENTAL SUSTAINABILITY

We believe that a healthy, safe and sustainable natural environment is essential to fulfilling Anglicare NT's vision of a full life and social justice for all. There is a demonstrable link between environmental degradation, climate change and negative social and health impacts.

Environmental issues impact on all people, but particularly the most vulnerable and those already experiencing poverty and exclusion. Anglicare NT is committed to making a positive difference by minimising our contribution to climate change, pollution and resource depletion.

Consistent with our Environmental Policy, we consider environmental sustainability in the planning and management of our operations, resource use and activities. This year we introduced two electric vehicles to trial as part of our fleet and increased the use of hybrid vehicles.

In our annual audit of carbon emissions, we again recorded lower fleet fuel emissions. Emissions from purchased goods were up from the previous year due to a major building refit to establish the new headspace Palmerston centre.



34%

of our fleet are electric or hybrid vehicles

Raising awareness creates change!

The EnviroCare team of volunteers from each region raised staff awareness on environmental issues and ran campaigns to reduce our environmental impact.

This year, EnviroCare led a Ride to Work Day, Reduce Your Use Month and a Clothes Swap. Over our month-long Cardboard Cup paper use competition, we saved around 6,700 pieces of paper. The winning team, headspace Katherine, decreased paper use by an amazing 68%.

Increasing awareness does make a difference!



Staff arrive at work in Nhulunbuy on Ride to Work Day.

Emission source	2022-2023 CO ₂ -e (tonnes)	Proportion of total %	2019-2020 Baseline CO ₂ -e (tonnes)	Proportion of total %
Purchased goods	962	39%	1,208	41%
Fleet and fuel	278	11%	686	24%
Employee commuting	727	30%	691	23%
Business travel	184	8%	184	6%
Electricity	185	8%	147	5%
Waste	32	1%	29	1%
Fugitive refrigerants	75	3%	N/A	N/A
Total	2,442 † CO₂-e	100%	2,945 † CO₂-e	100%
Total per FTE	7.86 † CO₂-e		9.5 † CO₂-e	
Reduction measures				
Renewable energy	-26.4 † CO₂-e		-13.91 † CO₂-e	

QUALITY, ACCREDITATION AND IMPACT

At Anglicare NT we understand delivering services and supports isn't enough. We must understand our impact and have mechanisms in place to hear from the lived experience of people accessing services. This is how we will accurately know **which services are high quality and where we can improve.**

Accountability, quality assurance and compliance requirements grow year on year. Anglicare NT is now involved in **over ten accreditation/registration or quality assurances processes** plus additional ad hoc targeted assessments and audits.

Making a sustainable difference in the lives of Territorians is critical. This is why we are improving our data systems, developing our services, active in advocacy work and also **contributing to research activities that help build the evidence base.**

Anglicare NT has evolved a sound document control system and policy platform. We also **share our experience, learnings and bolster capabilities of partners** to help sustain a viable service system.

Highlights

- Successfully underwent a **mid-cycle NDIS Provider Registration assessment** through QIP which included additional modules (November 2022).
 - Retained accreditation for the **QIC Health and Community Services Standards** and the **National Standards for Mental Health Services.**
 - Achieved positive outcome and **registration as a Community Housing Tier 3 Provider** against National Community Housing Standards (November 2022).
 - headspace services in Darwin and Katherine both met **headspace National Model Integrity Framework compliance requirements** (October 2022).
 - Positive outcome achieved from the headspace **Individual Placement and Support (IPS) fidelity assessment** (November 2022).
 - Successfully completed a six month **policy consultancy project with Anglicare North Queensland.**
 - **Recruited Development Officers and established data champions** to optimise benefits of client data systems. Projects also focused on data integrity, integration of outcomes and time saving apps.
 - Inclusive Practice (LGBTQI+) training provided to staff and volunteers. This helps us reflect on our vision, values and **how to create safer spaces at Anglicare NT.**
 - Maintained strong **focus on continuous improvement in aged care**, strengthened high risk reviews, responded to reforms and prepared for assessments.
 - Aggregated actions arising from accreditation processes into a **new Integrated Quality Improvement Plan** to support monitoring and close out of actions.
 - Completed upgrade of 'Tell Us What You Think' feedback tool in preparation for an **annual agency wide 'Feedback February' roll out in 2024.**
 - Diversified membership and refreshed terms of reference for **Quality Accreditation Committee** and the **Keeping Children and Vulnerable People Safe Committee.**
- "Anglicare NT live and reflect their purpose and values, are a collaborative organisation and are passionate about the people they work with."*



QIC Health & Community Services Standards



National Standards for Mental Health Services



Registered NDIS Provider



Community Housing Registration

QIP external assessor comments

Recognising team efforts

We work hard to recognise exceptional efforts within Anglicare NT. Our Quality Manager, Bronwyn Phillips, explains why we talk about ducks a lot...

"Quality is about 'getting our ducks in a row!' It is about nurturing an organisational culture and team mindset that embraces the continuous review of systems, practices and processes and how we can respond to changing needs."

This year internal Quality Awards were given to:



Katherine Regional Operations for embedding integrated practices across teams resulting in improved client outcomes.



headspace Katherine and headspace Darwin for positive results from the headspace Model Integrity Framework Fidelity Review and demonstration of exceptional teamwork.



East Arnhem Money Support Hub for exceptional efforts in advocacy work to address unconscionable practices of financial institutions, retail businesses and telcos.



Finance team for innovative practices to support headspace centres in managing complex invoicing, budget reporting and private provider payment processes and building capacity.



Dr Tamoor Mirza, Clinical Director, is based at headspace Darwin.

Developing the evidence base in early psychosis

In 2022 our dedicated long-term Clinical Director for headspace services, Dr Tamoor Mirza, launched a two-three year four stage research project 'Early Psychosis in the Northern Territory's Top End: Epidemiology and Interventions.'

This important ethics approved project results from the scarcity of research into the epidemiology of early psychosis in the Top End of the Northern Territory, the effect of interventions for early psychosis in young people and the implications of differential access to mental health services in the Top End.

Information gathered will be used to describe the epidemiology of First Episode Psychosis, record the interventions provided to this group and to explore the impact of the headspace Youth Early Psychosis Program, established in 2015.

This research is significant as the demographic, treatment and outcome information will be analysed to better understand the incidence, outcomes and needs of young people with first episode of psychosis and the rates of psychosis amongst First Nations young people in the region.



1,200

published documents
in our Policy Library



750

people trained in
Inclusive Practice
since introduction
of training

OUR SUPPORTERS

Anglicare NT is grateful for the assistance of our many supporters as we work with individuals, families and communities to understand priorities, meet needs and achieve positive outcomes.

Services with limited government funding achieve so much more through generous support from donors, communities, businesses and parishes.

Parishes and Chaplaincy

Anglicare NT has its origins in the early work of the Anglican Church across the Northern Territory and we continue to engage with local parishes. Each October we participate in a series of **Anglicare Sunday** church services, where Anglicare NT staff visit parishes to celebrate our partnership, share stories and connect people to our work. Parishes also support the important work of our **Prison Chaplaincy** and **Aged Care Volunteer Scheme**.

Our **Staff Chaplains** provide emotional support and spiritual care to staff and family members. They also provide an important link between Anglicare NT and local parishes, facilitating Clergy Breakfasts at our sites and coordinating the Anglicare Sunday program. The **Anglican Mothers Union** in Hamilton Victoria donated funds from their book fair to our three HIPPY services.

Individual and community giving

Support for the work of Anglicare NT comes in many different forms. This year, gifts from people across Australia supported headspace and our Pandanus program for young pregnant women.

At Christmas time, the **Starlight Children's Foundation** gave a gift of children's toys for distribution to families in need. The **Nhulunbuy Primary School community** donated food that young people engaged in our #U-Turn service helped distribute to families in need. **Nhulunbuy Christian College** ran a basketball competition fundraiser and the **Nhulunbuy Rotary Club** raised funds to support our Food Matters breakfast program for people experiencing homelessness.



His Honour Professor the Honourable Hugh Heggie PSM, Administrator of the Northern Territory and Ms Ruth Jones at the Couch Surfing event on Youth Homelessness Matters Day.



Parish volunteers Rosemary and Derek Snibson with Anglicare NT Staff Chaplain Jo Vandersee (centre).

Businesses

Local businesses and organisations help Anglicare NT work towards our vision.

Area9 IT Solutions continued their long-term monthly pledge to the Moving On After Care and Brokerage Service. The **Darwin Buff Club** donated to our services for older people and **SIXT** car hire generously gifted a vehicle to Anglicare NT.

First Nations Broadcasting again provided \$80,000 of in-kind support towards promoting and participating in the annual Couch Surfing event for youth homelessness. Many other local businesses contributed products and services to this advocacy event for young people, including **Bunnings**, **Buslink**, **CatholicCare NT** and **NT Shelter**.



Youth team relocates couches from the Couch Surfing event with a free hire truck from SIXT.

Funding bodies and foundations

We acknowledge the financial support from Northern Territory and Australian Government departments, for-purpose organisations and philanthropic foundations. This enables Anglicare NT to deliver valuable services to families and communities in need.

We gratefully acknowledge the **B B & A Miller Foundation**, who again contributed \$100,000 to support our Partnership Support Service.

For a full list of funding bodies, please see the acknowledgements on page 41.

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 in line with requests for assistance and community needs.

A summary of our services and locations can be found on pages 16 and 17.

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

Operational sites:

- ▶ Head Office (Winnellie)
- ▶ Ludmilla Community Services Hub
- ▶ headspace Darwin (Casuarina)
- ▶ Palmerston 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
- ▶ Mililingimbi Community
- ▶ Ngukurr Community
- ▶ Numbulwar Community
- ▶ Ramingining Community
- ▶ Tennant Creek



SUMMARY OF SERVICES

Services	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Partnership Support Service							
Service Development & Capacity Building Activities	✓	✓	✓	✓	✓	✓	✓
Special Projects	✓	✓	✓	✓	✓	✓	✓
Justice Reinvestment Partnership			✓				
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	✓	✓	✓				
Refugee & Migrant Settlement Support	✓	✓					
Young People							
Back on Track #U-Turn	✓	✓			✓		
Emergency Relief	✓	✓		✓	✓		
Moving On - Aftercare Support & Brokerage (NT Wide)	✓	✓	✓	✓	✓	✓	✓
Pandanus Childbirth Education & Perinatal Support	✓	✓					
ReConnect - Youth Homelessness Early Intervention	✓	✓			✓		
The SHAK Youth Drop In Centre	✓						
Youth Support & Accommodation	✓	✓		✓			
Youth Housing Options & Pathways		✓					
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		✓					
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 Service	✓	✓	✓	✓			
Transitional Accommodation	✓	✓	✓	✓			
Community Housing			✓				
Prison & Post-Release							
OutCARE – Men's Post Release Accommodation and Support	✓	✓	✓				
Prison Chaplaincy	✓	✓	✓				
People with Disabilities							
NDIS Individual Assistance	✓	✓		✓	✓		
NDIS Support Coordination	✓	✓	✓	✓	✓	✓	✓
NDIS Specialist Support Coordination	✓	✓					
Older People							
Aged Care Volunteer Visitors Scheme	✓	✓	✓	✓	✓	✓	✓
Care Finder	✓	✓	✓	✓			
Commonwealth Home Support Program	✓	✓	✓	✓	✓		
Home Care Packages	✓	✓	✓	✓	✓		
Transition to Care	✓	✓					
Flexible, Centre & Cottage Respite	✓	✓	✓		✓	✓	

This table is current as of 30 June 2023. Visit anglicare-nt.org.au for the latest information, as services and locations may change.

PARTNERSHIP SUPPORT SERVICE

The Partnership Support Service (PSS) walks with Aboriginal controlled organisations wanting to enter into or strengthen delivery of human services to their communities.

PSS operates on a model of shared learning, respect and strong relationships driven by the needs of partner organisations. Assistance is tailored and can include co-design of services, implementation support, policy development, project management, grant writing, tailored training, supervision, strategic advice and guidance, locum support, workforce development and report writing.



1,500

hours of pro bono support provided



13

Partnership Support Service worked with 13 Aboriginal controlled organisations

Highlights

- Commenced a new partnership with **Numburindi Development Aboriginal Corporation** to assist with implementation and delivery of an Indigenous Youth Connection to Culture Program in Numbulwar, focused on cultural identity and continuity.
- Continued to work alongside **Yugul Mangi Development Aboriginal Corporation** to support and strengthen the Child and Family Intensive Support Service and Family Support Service in Ngukurr. Support included staff training, skill development, assistance with reporting and progressing systems for data collection and evaluation.
- Assisted Yugul Mangi Development Aboriginal Corporation with **grant applications** – securing \$8M to develop an oval precinct in Ngukurr.
- Continued our long-term multilayered partnership with **CAAPS Aboriginal Corporation**, which varies from two-way contracting through to recruitment support.
- Liaised with **Gong Dal Aboriginal Corporation** and **ARDS Aboriginal Corporation** to explore the establishment of a Child and Family Centre in Gapuwiyak.
- Worked with **Julalikari Council Aboriginal Corporation** to support provision of services from the Marlungku-Kari Child and Family Centre in Tennant Creek.
- Commenced new partnership with **Barkly Region Alcohol and Drug Abuse Advisory Group (BRADAAG)**.
- **Staff Assistance, Learning and Training (SALT)** provided free professional coaching with psychologists and psychotherapists to people working with Aboriginal controlled organisations in remote areas of the NT.
- Philanthropic funds from **B B & A Miller Foundation** strengthened the work of the PSS, including the production of the fortnightly eBulletin and SALT program.



The PSS team at the SNAICC - National Voice for our Children conference.

On the ground support in Tennant Creek

Barkly Region Alcohol and Drug Abuse Advisory Group (BRADAAG) is the sole provider of alcohol and other drug services in the Barkly Region. BRADAAG offers a continuum of care that ensures people receive appropriate and on-going supports in their local area.

Through a strong partnership commitment, the PSS has provided a range of tailored supports to meet BRADAAG's needs this year. Assistance has included the provision of a temporary general manager, senior management advice, assistance to meet national standards, a refresh of policies and procedures, HR and workforce planning, budget development, report and grant writing and management of specialist consultancies.

We have really appreciated the opportunity to work closely with this dynamic, committed and critical Aboriginal controlled organisation.



Nicola Mackenzie is the PSS Senior Service Development Officer in Tennant Creek.

"Support from PSS takes the pressure off our management level staff, supports the development of local staff through training plans and gives us the ability to deliver programs to a high standard. They know the pressure of working in a remote environment. We are a team."

Yugul Mangi Development Aboriginal Corporation



Leonie Patterson (left) with Lhere Artepe Aboriginal Corporation staff in Alice Springs.

Establishing a justice reinvestment initiative in Alice Springs, Town Camps and surrounding communities

Led by Lhere Artepe Aboriginal Corporation, the PSS and Desert Knowledge Australia are assisting with establishing a justice reinvestment initiative in Alice Springs, Town Camps and surrounding communities.

"Aboriginal people continue to be over-represented in the justice system, and yet community have the answers to address the drivers of interactions with the criminal justice system."

Establishing an Aboriginal-led Backbone is a long-term commitment, where Aboriginal people are self-determining and in the driver's seat to improve justice outcomes.

It means walking hand in hand with community to strengthen relationships, share knowledge, and together with community to build awareness of justice reinvestment."

Leonie Patterson, Executive Manager
Cultural Safety & Partnerships



Yugul Mangi Family Support Workers with Catherine Phillips (centre), PSS Project Coordinator.

EARLY CHILDHOOD AND CHILDREN'S SERVICES

Children are our future. Healthy, happy childhoods set children up for a full life with strong connections to family, community and culture. Our services provide opportunities for children and their families to connect, learn and have fun through safe, culturally affirming activities.

In Alice Springs and East Arnhem, Communities for Children initiatives partner with organisations to provide engaging child friendly activities which strengthen families. Community playgroups in Ngukurr and Numbulwar engage families with young children in regular, age-appropriate culturally meaningful activities. While preschool aged children and their families in Darwin, Katherine and Milingimbi participate in the free two-year Home Interaction Program for Parents & Youngsters (HIPPY).

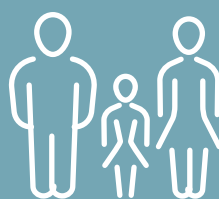
Highlights

- Anglicare NT contributed to the NT Government **10 Year Generational Strategy for Children and Families** through the Steering Group.
- HIPPY Katherine, in partnership with 54 Reasons, **delivered weekly fun activities** to children in the Binjari community. HIPPY also held regular group gatherings in Katherine including for Mother's Day.
- Stories of good practice and ways to support children and families were shared at the annual **'We Grow Them Up' Learning Forum** in Nhulunbuy. Around 60 early childhood, children services, family support workers and community leaders participated from across the Top End.
- East Arnhem Communities for Children engaged with **Community Partners** to deliver activities including Bush Fit Mob, NT Christian Schools (Families & Schools Together), East Arnhem Regional Council, Numbulwar School Council, Anindilyakwa Services Aboriginal Corporation (Groote Eylandt Strong Women's Group) and Nyälka Milingimbi Women's Corporation.
- East Arnhem Communities for Children also provided funds to Aboriginal Resource Development Service to provide children's activities during **festivals in East Arnhem** and NAPCAN to deliver **workshops on Groote Eylandt and in Numbulwar**.



2,684

children and
parents/carers
involved in activities



289

children and parents/
carers directly
engaged in HIPPY and
remote playgroups

- HIPPY Milingimbi and Nyälka Milingimbi Women's Corporation joined a **national capacity building pilot project** focused on documenting and developing good practice around the engagement and enablement of Aboriginal Controlled Organisations to influence and/or operate HIPPY services.
- **HIPPY Darwin North** held a series of exciting group activities including bike safety, and a holiday gathering where children held birds, snakes and lizards. The team also ran fortnightly playgroups at our Garaworra accommodation complex in Berrimah to engage families and share fun activities.



HIPPY staff from Darwin, Katherine and Milingimbi attend group training in Darwin.

HIPPY starts at three!

The Home Interaction Program for Parents and Youngsters (HIPPY) is a free two-year program, supporting parents to develop their child's love of learning. Starting in 2023, children commence HIPPY when they are three years old, a full year younger than previously. In preparation for this change, HIPPY staff from Darwin, Katherine and Mililingimbi met for group training in Darwin. HIPPY now aligns with the three and four year old national kindergarten curriculum – setting children up for a strong start to school.

Children complete HIPPY learning modules using packs of play-based, educational activities with their parents and family. They are encouraged to ask questions and try new things, developing confidence and a passion for learning. Home Tutors in Darwin and Katherine regularly visit families at home to support the learning process, while in Mililingimbi groups meet weekly.

Working together for children

Alice Springs Communities for Children (CfC) supports children and families through early intervention and targeted evidence-based activities and community building. CfC builds on strengths by creating partnerships with organisations to deliver activities that meet the needs of children and their families. Community Partners include Children's Ground, NT Christian Schools (Families & Schools Together), Australian Childhood Foundation and Akeyulerre Aboriginal Corporation.

The Alice Springs Communities for Children Advisory Committee has been very active this year. CfC was also a major supporter of the Children's Ground Utyerre Apanpe - First Nations Education Network Forum and joined with NoFASD Australia to sponsor free one day workshops to over 40 people from local organisations and family/carers.

The CfC team was kept busy helping distribute over 350 Indigenous Literacy Foundation books to local organisations, the Paediatric Ward at the Alice Springs Hospital and supported the creation of a children's library at the Alice Springs Correctional Centre.



Sherasitta prepares paint for a playgroup session in Numbulwar.

Meet playgroup worker Sherasitta Wurrarama

Hailing from the remote community of Numbulwar, Sherasitta has worked with the Numbulwar Saltwater Playgroup since 2015. Sherasitta first joined playgroup as a mum and says her daughter loved the activities and playtime with other children. When her daughter started preschool, Sherasitta began working with the playgroup.

"I love working here and have made good friendships with my team. We have lots of opportunities to learn new things and grow our skills, this makes work more interesting and is important for my future."

What is special about our playgroup is that the literacy centre workers come and teach the children Wubuy (traditional language of the Nunggubuyu people). They sing songs, listen to stories and learn about skin names, clan groups and totems. I would like to see more activities in my community where young people can learn from the old people because it is important to know that knowledge down their future."

Sherasitta Wurrarama



Children graduate from HIPPY Darwin North.

SUPPORTING YOUNG PEOPLE

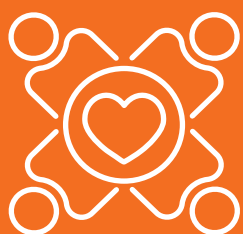
The safety, wellbeing and empowerment of young people is central to our work. We collaborate with young people, their families and community partners to make a real difference to young people's lives and opportunities.

Services for young people include early intervention into youth homelessness, short term accommodation and case management support for young people experiencing or at risk of homelessness, youth diversion, after care brokerage and support, family strengthening, pregnancy support and childbirth education, a youth drop-in centre, after-school activities and emergency relief.

We develop innovative solutions, provide strengths-based, trauma informed and culturally safe support and help young people explore options and build life-changing positive connections.

Highlights

- Five hundred people attended the annual **Couch Surfing event** to recognise Youth Homelessness Matters Day. We highlighted the need for immediate investment in solutions and the need for a national plan to end child and youth homelessness. Twenty teams raced and over 20 organisations provided information stalls.
- The auspice of **The SHAK Youth Drop-In Centre** transferred to Anglicare NT, in collaboration with CAAPS Aboriginal Corporation. We look forward to continuing to provide young people with a safe and inclusive space, hot meals and a range of programs and activities.



3,015
young people
participated in
activities



500
people attended the
Youth Homelessness
Matters Day Couch
Surfing event



Case Manager, Eva, holds Jamie's baby Eliana at the annual Pandanus Christmas party.

- We are thrilled to advise the future of the Pandanus Childbirth Education and Perinatal Support **service is secure** due to a five year contract with NT Government.
- Helen Nenke, midwife and childbirth educator with Pandanus for eight years, was awarded **NT Midwife of the Year** at the Nursing and Midwifery Excellence Awards.
- Flood affected young people staying at the Manigurr Ma Village in Howard Springs were offered on site **weekly engagement and connection activities** including Drumbeat music workshops.
- The East Arnhem team provided workshops and **supported the Youth Forum** held during the Garma Festival.
- As part of the #U-Turn Back on Track initiative, young people created a **mural at Casuarina Square** in collaboration with Proper Creative.
- Long-term valued partner David Collins from Proper Creative was **awarded a Churchill Fellowship** related to his restorative mural artworks with young people.
- #U-Turn Case Manager **Gavin Coehn celebrated 20 years of work** at Anglicare NT across youth services and suicide intervention and prevention initiatives.
- Joined lead agency YWCA along with CAAPS in a successful funding proposal for **specialist domestic, family and sexual violence case management** for young people in the Greater Darwin area.

Spectrum of Fun

Older children and young people who are neurodiverse or on the autism spectrum connect at Spectrum of Fun after-school activities in Nhulunbuy. The inclusive space promotes social interaction and celebrates participants' unique strengths and perspectives. Weekly individual or small group sessions are also offered at Yirrkala School. These focus on developing self-regulation and readiness for learning.

A variety of arts and craft, creative play and life skill activities are offered and include cooking, painting, dyeing, sensory and physical play, clay modelling, music, science experiments and games. After a quick check-in, participants decide what activities they would like to do.

"It warms my heart that young people have a space where they can be themselves, have some autonomy and own their uniqueness. I know the group means so much for many of the participants and I feel very fortunate to be a part of it."

Teegan White, Coordinator Spectrum of Fun

Scott's journey to independence

Scott* was 17 when arguments in the family home meant he felt like he had to leave and stay with a friend. Scott approached Anglicare NT and through the ReConnect service was supported to secure the Youth Allowance, attend family meetings, get into a skills training centre and apply for Territory Housing.

Scott became homeless on and off over many months. ReConnect continued to support Scott through these tough times; assisting with transport, another temporary place to stay and helped buy new clothes and an outfit for an apprenticeship interview.

Despite the instability of his housing situation, Scott stayed motivated and kept attending the skills centre and interviews. He now lives in his own rental and receives support with life and tenancy skills from our Youth Housing Options and Pathways Program. Scott is completing his apprenticeship and has been told this will likely progress into full-time employment.

Scott got the right help at the right time and it made a difference!

**name changed for confidentiality*

Effective alternatives to detention

#U-Turn, part of the NT Government's Back on Track initiative, works with young people to provide alternatives to detention and pathways out of the justice system. Over the past year, eleven young people in the Gove Peninsula area received individual assistance and support to engage with education or training, attend medical appointments and fulfil any legal obligations. Staff also enabled participation in positive activities including connecting with culture, family, friends and the local community.

Participants joined weekly group activities including visits to the pool and fishing trips. Several joined sexual health sessions hosted by Miwatj Health Aboriginal Corporation and two young people travelled to Darwin to contribute to the Couch Surfing event. #U-Turn is having an impact on the Gove Peninsula, with none of the young people reoffending since engaging with the service!

"Supporting these young people and families to build on their skills, make amends and connect with their culture has had a positive impact on many. It has helped young people in our community be a leading example by getting back on the right path."

Jayde Lawes, ReConnect/#U-Turn Youth & Family Worker



The Youth Services team get together after a huge day organising the annual Couch Surfing event.

RELATIONSHIPS, PARENTING AND FAMILY SUPPORT

Healthy and fulfilling relationships are central to individual, family and community wellbeing. For people going through a tough time such as personal issues or self-doubt, relationship challenges, a separation or needing help to strengthen parenting skills, our Resolve suite of counselling, mediation, post separation support and parent education services can assist.

In partnership with Aboriginal controlled organisations in Alice Springs, Darwin and Nhulunbuy our busy Family Support Services provide targeted assistance to help keep children safe and families together and connected to supports, community and culture.

Our Child and Family Contact Service facilitates family visits for children in care and works towards reunification. While the Refugee and Migrant Support Service (RAMSS) offers specialised support, practical assistance and connection for people who have settled in Australia within the past five years.

Highlights

- RAMSS joined **Settlement Council of Australia** on two working groups: Empowered Settlement Journeys and Partnering with Local and Migrant Communities.
- RAMSS contributed to an evaluation of the **Settlement Engagement and Transition Support (SETS)** program.
- Staff from our Darwin and East Arnhem teams gained valuable learnings from the 2023 **Family and Relationship Services Australia Conference**.
- The **Child and Family Contact Service** contributed to a number of successful family reunifications of children in care.
- On the Gove Peninsula, women met weekly to learn and yarn about pregnancy, birth and early parenting at the **Frangipani Women's Group**, supported by a facilitator, cultural support worker and Core of Life Midwife.
- We provided family dispute resolution assistance to the **Family Relationship Centre** through an agreement with Relationships Australia NT.
- Staff contributed to NT Police consultations regarding changes to the **Domestic and Family Violence (DFV) Reduction Framework**, with a particular focus on the vulnerabilities and isolation of migrant women.
- We strengthened and diversified our **partnership with CAAPS Aboriginal Corporation** and made significant progress on the transition to CAAPS of the Family Support Service in the Greater Darwin region.
- We provided an information booth at the **International Women's Day No Woman Left Behind Conference** in Darwin, with keynote speaker Grace Tame.
- Family Support Services benefited from our long-term and valued **partnership with the Australian Childhood Foundation (ACF)**.



1,286
people received
counselling, mediation
and support



56
parenting group
sessions held in Darwin
and Nhulunbuy



Resolve staff provide counselling, mediation, post separation support and parenting education.

Parents learn new skills

Resolve provides a range of evidence-based short group courses focused on building parenting and communication skills. We help parents learn about their impact on child wellbeing, to understand child development and ways to help children regulate emotions and behaviour.

Tuning into Kids and **Tuning into Teens** offer practical advice and skills for supporting and connecting with children and teens.

This year, specialised training (part of a research project) through the University of Melbourne enabled staff to deliver a free parenting program for men, **Dads Tuning into Kids**, in Nhulunbuy and Darwin.

For families experiencing separation, **For the Kids** supports parents to learn skills, keep children at the centre of decisions and how to develop strategies to form cooperative co-parenting arrangements.

1-2-3 Magic is tailored to parents of children up to six years and is focused on helping parents understand the development needs of younger children and gain tools for parenting.

Supporting newly arrived women to connect and feel safe

The Refugee and Migrant Settlement Service (RAMSS) supports refugees and migrants as they settle into life in Australia. This hard-working small team help people access housing, health, legal, education and employment options and to connect with community.

Migrant and refugee women are more at risk of experiencing discrimination and of being socially and economically disadvantaged. RAMSS recognises these risks and supports women to enhance their social, economic and cultural participation and to learn how to stay safe in the home and community.

This year RAMSS also teamed up with:

- Red Cross' Connected Women cooking program with ten women joining RAMSS worker Natalia Munoz to cook Spanish food.
- STEPS Adult Migrant English program to offer a Flamenco dance session for students.
- Victims of Crime NT to provide two personal safety workshops.



A free employment support workshop offered by RAMSS and City of Darwin Libraries.



RAMSS Personal Safety Workshop for migrant and refugee women facilitated by Carrie from Victims of Crime NT and Sharon from Personal Protection Strategies.

YOUTH MENTAL HEALTH AND WELLBEING

Our headspace centres are busy hubs providing diverse services and tailored responses for young people aged 12 to 25 in the Darwin, Palmerston and Katherine regions. headspace helps young people experiencing mental health/social and emotional wellbeing, work and study, alcohol and other drugs, physical health and early psychosis challenges through accessible youth-friendly centres and outreach activities.

Evidence tells us that if a young person accesses services early it can make a significant difference to the severity and duration of their mental health issues. With support from qualified staff, young people work through an assessment process, explore challenges, focus on goals, build on strengths, explore options and develop practical plans to get the assistance they need and progress their journey to recovery.



2,045

young people assisted through headspace centres



5,617

participants in community and group activities

Highlights

- Our waitlists were growing so we introduced the Choice and Partnership Approach (CAPA). By offering greater choices to young people and their families, **waitlists dramatically reduced** and young people received more immediate assistance.
- In collaboration with NT Primary Health Network, we increased community capacity to **support people with eating disorders** and co-hosted the first Eating Disorder Network meeting in the Northern Territory.
- Together with local Elder/cultural consultant Milliungu Wurrben, headspace Katherine presented at the **headspace National Forum**. An accompanying video showcased outreach visits to key Aboriginal communities.
- Anglicare NT **financial counsellors provided on-site information sessions** and individual appointments at headspace centres. We know financial stress can impact on people's mental health, so this is a welcome initiative.
- The design of the headspace Palmerston centre by Rossi Architects won the **People's Choice Award and Commendation for Interior Architecture** at the 2023 NT Chapter Architecture Awards.
- headspace staff supported young people to trial and give feedback on Menzies School of Health Research's new **First Nations Wellbeing AIMhi App**.
- headspace Darwin Youth Ambassadors were recognised for their contributions and Peer Support Worker, Leila Heinrich, won the 2022 **NT Mental Health Week Young Person Award**.
- headspace Social and Emotional Wellbeing Workers and Community Engagement Officers provided **strengths-based, culturally safe support and mentoring** to young people, their families and friends.
- **Indigenous Allied Health Australia trainees**, Robert Rainger and Tannwyn Lewis, completed placements with headspace Darwin.
- Larrakia man Trent Lee and young people from the Y Uptop (YMCA Youth Centre) added a **new mural to the headspace Palmerston centre** which represents young people's journey between the services.
- A safe **social group for LGBTIQA+ young people**, PRISM, is offered at headspace Darwin and Palmerston. headspace Katherine run a LGBTIQA+ social group for same-sex attracted and gender diverse young people.
- headspace Katherine supported the national headspace 'Take a Step' resources for Aboriginal and Torres Strait Islander young people to be **translated into Kriol**.

Reducing barriers to accessing care

headspace Darwin's Enhanced Care service supports young people experiencing complex mental health issues. The team assist young people by working closely with them and their families to coordinate care and access treatments.

The team presented at the Youth Enhanced Services Symposium in Melbourne on how they support Aboriginal and Torres Strait Islander young people by combining cultural and clinical practices. Enhanced Care offers cultural healing groups, uses culturally appropriate assessment and treatment tools, translates resources into relevant languages, works with cultural consultants, employs identified social and emotional wellbeing workers and offers staff cultural training and supervision to support their practice.



headspace Senior Clinician, Kate, supports young people experiencing eating disorders.

Supporting young people with eating disorders

According to The Butterfly Foundation, over one million Australians live with an eating disorder, and less than a quarter receive treatment or support. headspace Darwin and Palmerston, in conjunction with the Royal Darwin Hospital Paediatric team, have been collaborating to increase supports for people in the Territory.

headspace Senior Clinician Eating Disorders, Kate Evans, provides support and treatment to young people experiencing eating disorders and their families. Kate works with GPs, dietitians, and other services to ensure young people's access to treatment. Kate also provides training opportunities to staff and service providers on eating disorders and evidence-based approaches.

headspace has partnered with private providers including the Flourish Collective to offer free groups for parents and families supporting young people with eating disorders. headspace also worked alongside the InsideOut Institute for Eating Disorders to offer an online program to support young people living with binge eating and/or purging related behaviours.

Well done headspace – this is such important work, as eating disorders are so prevalent.



headspace Katherine staff take part in NAIDOC Week events.

Work and study help for young people

Young people accessing headspace Darwin can access the Individual Placement and Support (IPS) team for help with work or study issues. Twenty year old Toni* sought support from headspace Darwin for anxiety, life stresses, difficulty sleeping, substance use and other challenges. Toni also wanted to get a job that she could maintain during her recovery journey, but she identified barriers such as a lack of self-confidence, suitable clothing and transport.

IPS supported Toni to create a resume and cover letters, met weekly to practice interview techniques and secured work clothing. Toni was also assisted to enrol in a learner driving program and register with Centrelink.

Toni has been employed for six months and has the opportunity to start an apprenticeship. She now has her driver's licence, has bought a car and is living in her own apartment. Toni is no longer using substances and reports sleeping and eating better. Toni's confidence has been boosted – she now shares her IPS worker's belief that she can make positive changes and looks forward to a bright future!

**Name changed for confidentiality*



headspace Darwin and Palmerston team planning day.

SERVICES FOR OLDER PEOPLE

Anglicare NT welcomes the ongoing national Aged Care Reforms and is working hard to ensure our services meet standards, are responsive to individual needs and in sync with community expectations.

Older people have the right to live a full life, to be treated with dignity and have their choices respected. Our services help people maintain wellbeing and build social and cultural connections.

Through the Commonwealth Home Support Program (CSHP) and Home Care Packages (HCP) our dedicated support workers, care coordinators and managers help people live independently for as long as possible through the provision of tailored supports and practical assistance.

Care Finder is a new, free service assisting older people (who have no one else to support them) get registered with My Aged Care and to access required services.

Our dedicated volunteers continued to visit older, isolated people in their home or aged care facilities through the Community Volunteer Scheme.



Consumers at our Katherine Regional Forum with Regional Operations Manager Tracey John (centre).

Highlights

- Anglicare NT Senior Managers and Board Members attended **regional forums** to hear directly from consumers about their experiences, perspectives and ideas for improvement.
- We increased the number of people supported through **Home Care Packages** across the NT to 193.
- Our **commitment to continuous improvement** has seen creative and specific cultural activities integrated into social groups and improved feedback surveys introduced.
- We have increased the use of **third party brokered services** to meet the diverse needs of consumers and to provide choice.
- The annual **'Tell Us What You Think' aged care survey** took place in November 2022. Ninety six percent of respondents said staff listened to and respected them.
- Thirty one percent of survey respondents identify they speak a **language other than English at home**. First languages spoken include Yolngu, Gumatj, Wangurri, Djapu, Cantonese, Greek, Samoan and Italian.
- Information stalls representing our aged care services were held at **senior's expos** in Darwin, Katherine and Alice Springs.
- Staff received additional training in the **Service Management System (SMS)** to ensure we optimise data integrity and our reporting capacity.
- Aged care staff were supported to complete their **Certificate III in Individual Support** and other professional studies.



1,033
older people
supported



96%
of survey
respondents said
staff listened and
respected them

Aged Care Volunteer Visitors Scheme

From 1 July 2023, the national Aged Care Volunteer Visitors Scheme (ACVVS) replaced the Community Visitors Scheme. Anglicare NT has delivered the Community Visitors Scheme across the NT for over 25 years. We are excited to continue supporting volunteers to visit older people at risk of social isolation and loneliness through the new ACVVS.

We arrange volunteer visits across the Territory, including in Darwin, Palmerston, Nhulunbuy, Katherine, Tennant Creek and Alice Springs. We recruit, support and train volunteers and help them understand the needs and aspirations of the people they visit.

Volunteers spend time doing enjoyable activities together such as reading, listening to music, chatting and reminiscing, craft or playing a board game. Visits are flexible and can include a walk, heading out to a museum or movie pending the older person's health, interests and needs.

New Care Finder Service

Anglicare NT commenced delivery of the new Care Finder service in Darwin, Palmerston and the rural area, Katherine and Alice Springs and is exploring how to extend support to Tennant Creek. Care Finder is a free service for older people who are vulnerable and supports them to get assessments and access aged care services.

Staff have been responding to new referrals and raising awareness of the new service and eligibility requirements with service providers and community groups across regions.



Launch of the new Care Finder service in Darwin.



Dianne collects bush fruit during a social group outing.

Dry season day trips

On Gove Peninsula in the East Arnhem region, men's and women's social groups help older people maintain connection to community, culture and country. On a recent trip to Daliwuy Bay, the women's group spent time fishing and collecting weaving and dyeing materials. A freshly caught seafood lunch with damper was enjoyed, washed down with cups of tea. The gunga (pandanus) and dyes were brought back to town for the group to make into weavings.

The men visited Middle Beach and were lucky to find miyapunu mapu (turtle eggs). These provided a sought after and nutritious meal, together with damper made on the coals. The men shared leftover eggs with other Elders in the community.

Being on country engaging in traditional activities is integral to wellbeing for people of all ages!

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

"One-on-one personal care is manymak (good)."

Tell Us What You Think survey respondents

SUPPORTING PEOPLE WITH DISABILITIES

People with different abilities have the right to live their life to the full and free from discrimination.

We offer reliable, responsive and high-quality NDIS supports to individuals that meet day to day needs, assist people to reach their goals, lead independent lives and connect with the community. Supports are tailored to each person but can include in home supports, social participation, skill development and/or assistance with study and work.

Our dedicated NDIS Support Coordinators assist eligible people to optimise their NDIS plan, explore options and access assessments, supports and resources needed.

Highlights

- People from across the Northern Territory accessed professional assistance through our **new Central Support Coordination Unit**.
- Anglicare NT, a registered NDIS Provider, received positive feedback from the external assessor during our **mid-cycle NDIS assessment** (November 2022).
- In October 2022 we introduced the **Altura Online Learning Development Platform** for our aged care and disability staff. This assists staff to complete core training and access contemporary training modules.
- In April our Respite, Aged and Disability team (who work across the Gove Peninsula area of East Arnhem) held a **whole team planning day** focused on group activities, rostering, food and nutrition, infection control and participant safety.
- We contributed to an array of local sector forums and our Darwin NDIS staff connected with the community, participants and service providers at the **All Abilities Expo in Darwin**.



Regional Operations Manager Katherine Tracey (centre) with staff Bindu and Rose.



Members of our NDIS Support Coordination team.

NDIS Support Coordination makes a difference

Our Support Coordinators are a busy team of professionals dedicated to assisting NDIS participants to understand and optimise the benefits of Individual Plans and to secure preferred supports.

In August 2022, twenty-three NDIS Coordination of Support participants completed our 'Tell Us What You Think' survey. All respondents said we had made a difference and that they would recommend Anglicare NT to someone else who needs support.

"You know who and what services can support my daughter and have made my life a lot easier."

Coordination of Support Tell Us What You Think survey respondent

"Anglicare NT support has helped with linking to service providers and answering queries regarding the plan."

Coordination of Support Tell Us What You Think survey respondent



263

people received
Coordination of
Support



131

people accessed
personal supports

Regional participant forums

We hold regional forums to provide opportunities for participants to contribute to planning, policy and process reviews, meet with senior managers and hear about our plans.

At the Darwin forum, people shared their lived experience perspectives and ideas for the future with staff from the Service Quality Impact and Development team. This vital information will help ensure our services are contemporary, responsive and meet needs. It was a great day for building connections and everyone also enjoyed gym activities and a delicious, shared lunch.

In Katherine, over 20 people enjoyed morning tea, shared perspectives and ideas and heard updates about our services. Some also met with Board members in May to chat and share their ideas.



Mohit, Ellen and Demi take a break during Altura training.



Gaylene Gurruwiwi (left) and Support Worker Aroha Cockle have shared a friendship for over ten years.

More than a decade of support

When our long-term support worker Aroha Cockle began working for Anglicare NT in 2011, one of her first participants was Gaylene Gurruwiwi. Gaylene commenced with the aged care service in October 2011 and is still connected with Anglicare NT services 12 years later. Gaylene and her extended relatives are like family to staff at our East Arnhem regional office. Together they have celebrated life and mourned the passing of community members. They have grown together, walking side by side.

Over the years, Gaylene has transitioned through different types of services as her needs have changed. Anglicare NT has been there for this journey and in 2021 Gaylene moved onto a NDIS Plan and now lives within a Supported Independent Living complex in Nhulunbuy. Anglicare NT continues to work alongside Gaylene to help her maintain contact with family, culture and wider community.

Support worker Aroha continues to make Gaylene cups of tea and share stories. Aroha says it's been a wonderful and meaningful journey.

FINANCIAL INCLUSION

Increases in the cost of essential goods and services, rentals and interest rates continue to have a heavy impact on many. To help people in times of financial stress, Anglicare NT offers a range of financial counselling, financial literacy and budget education services, microfinance schemes, gambling amelioration supports, short tailored educational courses and emergency relief.

Our Financial Inclusion team staff the NT chapter of the National Debt Helpline, assisting people across the Northern Territory. On the ground financial counsellors in Alice Springs, Katherine, Palmerston, Ludmilla and Winnellie also reach out to homelessness services, community centres, correctional facilities and communities within the Greater Darwin region.

Our Money Support Hub focuses on communities and homelands within the East Arnhem region. The Hub provides free, culturally informed financial counselling, advocacy, financial literacy and education to individuals, families, community groups and workplaces and raises awareness of consumer traps.

No Interest Loans (NILs) provide people on low incomes with safe, fair and affordable loans for practical things like white goods, car repairs or essential medical expenses. While NILs for Vehicles does just that – helps people secure a no interest loan for a vehicle.

Highlights

- **Problem Gambling Financial Counsellors** assisted individuals and families impacted by problem gambling to understand and monitor gambling expenses, manage debts, protect family assets, access therapeutic supports and to be voluntarily excluded from gambling venues.
- Financial Counsellors made regular visits to **Batchelor and Belyuen communities** to assist people with financial problems and NILs/NILs for Vehicles applications.
- Two staff attended the **Financial Counselling Australia Conference** and two attended the **No Interest Loans National Conference**.
- A new initiative with NT Police, Fire & Emergency Services saw financial literacy **training provided to new Aboriginal Liaison Officers**.
- Information sessions on No Interest Loans and NILs for Vehicles were presented to **refugee and migrant groups**.



5,096

calls responded to by financial counsellors with the National Debt Helpline



755

No Interest Loans (NILs) and NILs for Vehicles loans approved

- Established regular youth-friendly financial counselling **visits to headspace Palmerston**.
- Adopted use of **national appointment booking system** for our National Debt Helpline, supported by peak body Financial Counselling Australia.
- People eligible to make a claim through the **NT Youth Justice Class Action** were assisted to register and offered financial education.
- Contributed to **Buy Now Pay Later forums** with Financial Counselling Australia to address the growing impact on people with low incomes.
- The **annual gathering of financial inclusion staff** at our March Forum was a success. Staff shared updates, learnings and heard from presenters.
- Congratulations to Duncan Poulson, NT Regional Commissioner for ASIC, who completed his **Diploma in Financial Counselling placement** with the East Arnhem Money Support Hub and Darwin financial counselling teams.
- We acknowledge staff member Caitlin Bender for completing her qualifications and achieving a **Diploma in Financial Counselling**.
- We assisted people to **access remediation and compensation** for unconscionable sales practices by Telstra.
- Telstra provided funding to support **additional visits and workshops** to remote communities in East Arnhem.



2023 Anglicare NT forum for our financial inclusion staff.

Making a difference through advocacy

With rising cost of living pressures, our busy teams experienced growing demand across all regions. We know better consumer protection is needed and that businesses and financial institutions must improve their practices.

Our teams work with a strong preventative, educational and risk mitigation focus as vulnerable groups including young people, the elderly, people experiencing mental health issues and remote Aboriginal communities can be more susceptible to and targeted for scams, rorts and unscrupulous marketing and business practices.

To support community wellbeing, Anglicare NT also advocated against the expansion of poker machines in Alice Springs and contributed to legislative reform consultations on problem gambling, poker machines and online gambling.

Reliable and affordable access to mobile phones, the internet and digital communications is now an essential feature of life in Australia. Without it, people are disadvantaged. Regardless of who you are, where you live or how much you earn, day to day life requires this for access to banking, health records, government systems or to maintain contact with employers, family and friends.

This is why we, in conjunction with sector partners, stakeholders and peak bodies, maintain a strong focus on liaising with the Telecommunications Industry Ombudsman and Federal Minister for Communications as it is evident the regulation of the telecommunications industry must be strengthened.

We are also involved in recommending changes to Centrepay regulations through Services Australia to help address the poor practices of some businesses who exploit vulnerable customers.

Rental secured thanks to No Interest Loans

Secure housing gives people a stable base to rebuild their lives from. Maree* and her children were homeless and living in temporary accommodation interstate before moving to the Northern Territory. Here, together with other family, they were offered a private rental that suited everyone.

Maree and another family member had to come up with over \$2,000 for bond and rent in just two days. They approached Anglicare NT to help with a No Interest Loan (NILs). Despite the pair both already having outstanding loans with NILs, they were able to be approved for new loans to cover the required amount. Both loans were approval and paid within 24 hours. The rental property was theirs!

With not enough mattresses to sleep everyone in the new house, Maree approached Anglicare NT again. Our housing program was able to assist with the purchase of mattresses. Local company Territory Logistics Company offered to transport the mattresses for free!

A family housed and a home created.

**name changed for confidentiality*



Jodie and Vicki (left) connect with colleagues from the National Debt Helpline.

HOUSING AND HOMELESSNESS

The Territory has the highest rates of homelessness in Australia. While domestic and family violence, relationship breakdown, financial pressures and individual circumstances are key drivers, the overall lack of affordable housing and high cost of living are major contributors.

Shelter is a basic human right – without it people struggle to be safe, attend school, keep a job, stay healthy and maintain connections. With peak bodies, Anglicare NT plays an active role in advocating for the improved supply of affordable housing, increases to benefits and a well-resourced support system.

Anglicare NT's tenancy support, housing options pathway programs, stronger homes and transitional accommodation assist people experiencing homelessness and those at risk of homelessness. Tailored information, outreach support, case management, skills training, supported referrals and advocacy help people address immediate needs, access specialist services, develop plans, sustain tenancies and explore available housing options.

Our Community Housing initiative in Alice Springs provides secure and affordable housing to tenants at an affordable rate. Staff work hard to maintain a safe environment and to engage tenants in community activities.



97,254

nights of accommodation provided



1,087

people supported through housing and homelessness services

Highlights

- The annual **Rental Affordability Snapshot** found none of the 566 private rentals advertised over a March weekend in the NT were affordable for singles, single parents or couples with children living on the JobSeeker payment, or for singles aged over 18 on Youth Allowance.
- On **Wellbeing Day** at the Garaworra transitional accommodation complex, residents prepared and cooked bush foods and painted pot plants while children did water play activities.
- **New mobile clinic visits** were a hit at Garaworra; the Deadly Vision Centre did eye checks and Menzies School of Health Research held a vaccination clinic.
- **Regular Life Skills workshops** are held in Alice Springs. Topics included child development, sexual health, smoking, social and emotional wellbeing, foot care and money management.
- Our Regional Operations Manager facilitated the **Katherine Housing and Homelessness Relief Network**, which brings organisations together to improve outcomes for people in need across the region.
- Staff attended the **National Children and Youth Homelessness Conference**. Jem Wood, Director Community Services, was on the organising committee and Tracey John, Katherine Regional Operations Manager, presented on a panel about youth homelessness in regional and remote areas.
- **Christmas celebrations** at Garaworra included lunch, presents for children and ice creams while in Alice Springs a pool party was held for accommodation residents.
- In December 2022, after four years supporting people with mental health issues through the **Housing and Support Initiative** in Darwin and Katherine, we successfully transitioned participants to the new Housing Support Program offered by The Salvation Army.



Staff from the Katherine housing, homelessness and administrative teams.

Helping people find a place to stay in Katherine

Homelessness rates in Katherine have been at crisis level for many years, recorded at 31 times the national average rate (ABC 20 July 2023).

The eleven properties managed by Anglicare NT in Katherine offer some respite through temporary accommodation for families and young people who are waiting for longer-term housing options.

In total, 126 families received assistance this year. Over the past year, six of these families were supported to move from transitional accommodation into independent housing. Additionally, 25 families receiving support to maintain a tenancy met requirements and successfully exited from the Tenancy Support Program.

For people experiencing or at risk of homelessness, the team also provide information, supported referrals, outreach, tenancy support, advocacy assistance and emergency relief. Staff also helped people access essential goods like food and blankets and find safe accommodation.



Home Tutor Gabby and HIPPY participant with pots decorated at Garaworra on Wellbeing Day.

Learning skills to maintain a tenancy

We offer one-on-one mentoring and short group courses through the Moving Forward initiative. Sessions are tailored to the needs of each person or group and selected from a suite of modules designed to help people prepare for or to sustain a tenancy, improve money management and life skills.

Regular life and practical skills workshops, community events and children's activities are offered to families living at Garaworra.

A new community garden was created by residents and staff at our Alice Springs transitional accommodation complex. Garden beds were established for vegetables and flowering plants. Cooking with home-grown vegetables, money management, parenting, healthy relationships and ways to maintain a tenancy classes were held as part of the ongoing Life Skills program.



Geraldine and Andrew participate in a Life Skills workshop.

Stability makes life easier

After experiencing times of homelessness, Scott and his seven year old daughter are embracing a more stable routine at one of our transitional accommodation complexes. The pair had moved from house to house, couch surfed and lived in a hostel. Despite the challenges, Scott put his daughter first and always managed to get her to school, at one stage driving 140kms on a dirt road!

The challenge of living with constant change was possibly harder for Scott's daughter than those around her imagined. She has been diagnosed with autism, and frequent changes can be harder for people living with autism.

Scott has settled into the new accommodation and found steady employment. His daughter is enjoying her new routine and a home close to her school. Both Scott and his daughter's teachers agree that she is thriving in all aspects of life since moving into stable accommodation.

SUICIDE PREVENTION TRAINING

Sadly, suicide rates in the Northern Territory are significantly higher than any other Australian jurisdiction. To build resilience in communities and develop individual skills, Anglicare NT delivers suicide intervention skill and awareness workshops through the Top End Suicide Intervention and Awareness Training (TESIAT) program.

The two-day skills based **Applied Suicide Intervention Skills Training (ASIST)** teaches participants practical skills to support suicide intervention. A half-day suicide awareness session, **safeTALK**, prepares participants to identify people with thoughts of suicide and connect them with life-saving resources. Workshops are developed by LivingWorks, one of the world's leading providers of evidence-based suicide intervention training.

Highlights

- In total, **53 workshops** were delivered to 564 people across the Top End in the 2022-23 financial year.
- Collaborated with **Roper Gulf Regional Council** to deliver ASIST and safeTALK workshops in Mataranka, Barunga, Beswick, Bulman, Ngukurr and Jilkminggan.
- Tailored workshops delivered to **organisations and community groups** as requested, including the Nepali community, Melaleuca Australia and CAAPS Aboriginal Corporation.
- Supported roll-out of LivingWorks Start **suicide alert online training** for Anglicare NT staff.
- Staff attended **Suicide Prevention Australia Conference**, Indigenous Suicide Prevention Forum, LivingWorks National Trainer Talks and World Suicide Prevention Day NT Forum.
- Supported **I-ASIST Indigenous Suicide Intervention Skills Training** and safeYARN in Yuendumu.
- TESIAT staff travelled to Alice Springs to support the **Mental Health Association of Central Australia** as they commenced delivery of safeTALK and ASIST.
- A free **safeTALK delivered in Alice Springs** for community members and local organisations. A safeTALK workshop was also delivered to Anglicare NT staff.



95%

of safeTALK participants felt prepared to talk openly to a person about suicide



564

people participated in suicide intervention skill and awareness training, including ASIST, safeTALK, I-ASIST and safeYARN

"Good training, our people need this training so we can help our people here."
ASIST participant

"I enjoyed the training. It is a very heavy subject but both trainers were sensitive in their delivery of the content. I do genuinely feel the course has made me feel more confident in assisting someone who feels suicidal."
ASIST participant



Sascha and Tricia deliver suicide intervention skill and awareness workshops across the Top End.

PRE AND POST RELEASE SUPPORT

Accessing supports in prison or when reintegrating into community can make a world of difference to people who are or have been incarcerated.

For people in correctional facilities, our Prison Chaplains under guidance from the NT Council of Churches provide support to prisoners and staff and coordinate volunteers from various churches and faith groups to provide pastoral care, religious services and resources.

OutCARE's transitional accommodation and strengths-based casework supports men in Darwin and Alice Springs as they exit a correctional facility. Case workers link people with services and study and employment options and help create opportunities to reconnect with family, culture and community.

Highlights

- OutCARE in Alice Springs **extended skill development training** to people exiting correctional facilities who were not eligible for OutCARE accommodation.
- Many men were supported by OutCARE to **gain jobs, secure housing** and reconnect with family and support networks.
- The Prison Chaplaincy service in Darwin and Alice Springs coordinated Bible study groups, religious services from different faiths, the distribution of religious materials and **regular volunteer visitors**.
- The Alice Springs Prison Chaplain **commenced visits to the Barkly Work Camp** and coordinated delivery of religious resources.



Alice Springs Prison Chaplain Steven Threadgill, OutCARE Program Manager Adam Holme and OutCARE Case Manager Jason Lord.

Post-release support in Darwin

Following the long-term success of OutCARE in Alice Springs, we commenced the service in the Darwin region in 2021. Two properties accommodate a maximum of six men at any time. Joseph Miliado has been our OutCARE Coordinator in Darwin since October 2022. He provides strengths-based guidance and helps people learn how to maintain a property and develop tenancy and life skills.

Before release, Joseph engages with men to assess their suitability for OutCARE. Together, they develop a plan and goals focused on reconnecting men with family, community and preparing for everyday life outside of prison. Joseph has established strong relationships with Darwin Correctional Centre and Community Corrections. He links with potential employers and job service providers to assist people get a job. Joseph also supports access to specialist services such as counsellors, financial counsellors and life skills programs. When a resident transitions from OutCARE to long-term housing, Joseph provides support to help them settle into their new home.

"I feel like I'm making a difference. I help out with day-to-day living skills, offering support to people in areas they've never had help in before. As I walk alongside people, they build strengths to live independently. It's little things like helping someone find meaningful employment or booking medical or counselling appointments that they might have been too ashamed to make on their own."

Joseph Miliado, Darwin OutCARE Coordinator



46

men accommodated
through OutCARE



1,140

people received
pastoral support and
attended religious
services

OUR STAFF

We know our staff are our greatest asset. We recognise their hard work and thank them for embodying Anglicare NT's values of hope, kindness, respect, fairness and integrity each and every day.

Staff bring skills, expertise, lived experience, community connections and commitment along with a genuine desire to make a lasting difference in the lives of Territorians. As at 30 June 2023, 388 staff were employed across the Northern Territory.

Highlights

- A new **Wellbeing Framework** was introduced with a focus on the importance of self-care and ways the organisation can support overall employee wellbeing.
- Employees and their immediate family accessed **free counselling** through our Employee Assistance Program.
- Our **family-friendly workplace commitments** enabled fourteen staff to access paid parental leave and four staff to access partner leave.
- **Learning and development opportunities** included suicide awareness, inclusive practice, strengths-based training, cultural awareness and case notes.
- We developed and monitored actions against our **Aboriginal and Torres Strait Islander Workforce Development Strategy**.
- A series of Aboriginal and Torres Strait Islander **staff network yarns** provided an opportunity for culturally supportive dialogues, information sharing, peer support and mentoring.
- Staff Chaplains offered **pastoral care** to employees in each region of the NT.
- We supported **Aboriginal and Torres Strait Islander trainees** through a workplace agreement with Indigenous Allied Health Australia.
- Our HR unit provided **recruitment assistance** to various organisations including Aboriginal Peak Organisations NT, Yugul Mangi Development Aboriginal Corporation and Ampilatwatja Health Centre Aboriginal Corporation.

Staff by location and employment type

Location	Full time	Part time	Casual	Total
Alice Springs	28	12	5	45
Darwin	122	80	54	256
Katherine	18	5	5	28
Nhulunbuy	29	2	1	32
Remote	1	3	23	27
Total	198	102	88	388

Equal employment opportunity

	June 2023	% of total staff
Female	306	79%
Male	82	21%
Aboriginal & Torres Strait Islander	59	15.21%



Staff promote Anglicare NT's wide range of services at Government House Open Day.

"Anglicare NT has high regard for the cultural diversity of staff. Every member of staff is respected and treated fairly."

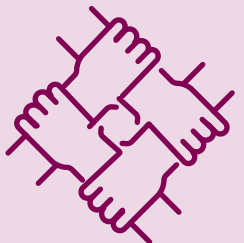
"We have a great team who always support and care for each other. It is a truly great place to work, and nothing is stopping me showcase my professionalism."

Pulse Survey respondents, October 2022



91%

of staff who participated in a Pulse Survey think Anglicare NT is a "truly great place to work"



18

staff come from 18 countries of origin



Gavin Coehn with his Gold Award from LivingWorks Australia.

Recognition of service

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

Adam Holme	Jacki Hunter
Alisdair Kennedy	Julie Rothall
Ann Buxton	Karen Ah Mat
Antonieta Wunungmurra	Mardi Tschirpig
Aroha Cockle	Mark Muraru
Bill Matchett	Michelle Parker
Brenda Murrungun	Mythily Krishnan
Bronwyn Phillips	Paul Rodin
Chloe Yiannitsaros	Ruth Amerasekera
David Hayes	Sandra McCauley
Dolores Taufu	Stephanie Bradley
Elizabeth Magabo	Suyog Shrestha
Ellen Sercombe	Tanya Kelly
Gavin Coehn	Thomas Neville
Gracibelle Woods	Tricia Maling
Heather Dingle	



Senior Program Officer Ngukurr and Numbulwar Playgroup Jeanine Zijerveld with Numbulwar Playgroup Worker Brenda Murrungun.

Gavin contributes 20 years of service!

Gavin Coehn celebrated 20 years of employment at Anglicare NT in 2023. Gavin initially worked in our youth services team and was one of the first people at Anglicare NT trained to deliver the LivingWorks suicide intervention workshops.

In recognition of contributions to building Suicide-Safer-Communities, Gavin was awarded a LivingWorks certificate together with Wayalwanga Marika and Sandi Ford. Additionally, last year Gavin received a LivingWorks Australia Gold Award for his incredible efforts training 1,000 people in the Applied Suicide Intervention Skills Training (ASIST) course.

In 2014, Gavin joined the Way Back Support Service two-year pilot. The team provided immediate support to people who had attempted suicide through one-on-one support and referrals to other organisations. He rejoined the youth services team in 2016 and has continued to be an integral part of the team ever since. Gavin has strong youth engagement skills and is a supportive peer and great mentor to new staff.

Gavin's humour, insights and skills are invaluable. Thank you and congratulations Gavin!

OUR VOLUNTEERS

Volunteering is good for your health, provides meaning and gives the gift of time to others. Loneliness is a growing problem in Australia, particularly for older people who can feel alone and isolated for different reasons. A long-term partner may have passed, friends relocated or maybe they have limited or no contact with family. Sometimes mobility or health issues prevent engagement in social or leisure activities.

Regular visits from volunteers through the Aged Care Volunteer Visitors Scheme (ACVVS) help older people live full lives and sustain or rebuild social connections. Anglicare NT coordinates ACVVS across the Territory (in Darwin, Palmerston, Nhulunbuy, Katherine, Tennant Creek and Alice Springs). Volunteers also support the Prison Chaplaincy program in Darwin and Alice Springs Correctional Facilities. Volunteer Chaplains provide religious services, materials and pastoral support.

Highlights

- From 1 July 2023, the national **Aged Care Volunteer Visitors Scheme** (ACVVS) replaced the Community Visitors Scheme (CVS). Anglicare NT delivered CVS across the Territory for over 25 years and we are excited to continue supporting volunteer visits through ACVVS.
- Anglicare NT is the **ACVVS NT Network member** and we liaise with other ACVVS providers in the NT and nationally.
- We honoured the life of **Matt Digby**, a long-serving volunteer in Alice Springs who passed away this year. Matt liked to take his special companion, a friendly dog named Roy, on his visits.
- During **National Volunteer Week**, volunteers in Darwin were thanked at a well-attended sunset gathering where fish and chips were shared.
- Older people were invited to **share their life stories** at a lunchtime event to launch the new volunteer scheme in Nhulunbuy.
- Volunteers also supported older people to participate in **tailored social group activities** in Darwin and within aged care facilities.



1,428
volunteer hours
visiting older people



89
volunteers with Aged
Care Volunteer
Visitors Scheme
and Prison
Chaplaincy

"I volunteer visit a lady each fortnight who has no family in Darwin. I usually pick her up and we go out for lunch. Some days we just drive listening to Frank Sinatra. We both have a great time!"

Stephanie Bradley, volunteer visitor (who is also our Volunteer Coordinator).

Volunteering enriches lives

As an outgoing person, Mary always thought she would like to share the company of other's when she retired. Mary met our Volunteer Coordinator, Steph Bradley at a senior's expo and decided volunteer visiting would be the perfect option.

Mary spent 18 dedicated months visiting an older gentleman up until he passed away. Mary loved every moment and got joy from knowing she had brightened someone else's life. The pair enjoyed many new activities together, including beach sunsets, going on the Ferris Wheel, a visit to Howard Springs Nature Park and dinner at Stokes Hill Wharf.

"I think volunteering helps you reassess your own life and makes you realise just how rich it is. I hope that if and when I cannot get out, a volunteer who enjoys a laugh and a drive will come and get me."



Mary loves volunteering and hopes a volunteer will visit her one day.

ACKNOWLEDGEMENTS

Funding bodies

Australian Government

Department of Health and Aged Care
Department of Home Affairs
Department of Social Services
National Indigenous Australians Agency

NT Government

Community Benefit Fund
Department of the Attorney-General and Justice
Department of Territory Families, Housing and Communities
NT Health

Organisations

Akeyulerre Aboriginal Corporation
Australia Post
Barkly Region Alcohol & Drug Abuse Advisory Group (BRADAAG)
Brotherhood of St Laurence
CAAPS Aboriginal Corporation
Good Shepherd Microfinance
headspace National Youth Mental Health Foundation
Jalalikari Council Aboriginal Corporation
National Disability Insurance Agency (NDIA)
Northern Territory Primary Health Network (NT PHN)
Numburindi Development Aboriginal Corporation
Yugul Mangi Development Aboriginal Corporation

Memberships and registrations

Aged & Community Care Providers Association Ltd. (ACCPA)
Anglicare Australia
Australian Association of Social Workers
Australian Psychological Society
Culturally Directed Care Solutions
Family Relationship Services Australia
Foodbank Northern Territory
Homelessness Australia
Integrated Disability Action Inc.
Jobs Australia
LGBTIQ+ Health Australia
National Association for Gambling Studies
National Disability Services Ltd.
National Redress Scheme
NT Council of Social Services (NTCOSS)
NT Indigenous Business Network (NTIBN)
NT Mental Health Coalition Inc.
NT Shelter
Settlement Council Australia
SNAICC National Voice for Our Children
South Australian Financial Counsellors Association (SAFCA)
Suicide Prevention Australia
Volunteering SA & NT Incorporated

FINANCIALS

Income over the financial year increased by 13% to \$43.95 million with the organisation ending the year with a surplus of \$1.28 million (2.9% of turnover).

There are two key factors leading to the significant surplus for 2022-23. In October 2022, Anglicare NT opened a new headspace site in Palmerston. The fit-out costs were grant funded, so under accounting standard AASB1058 the full amount must be recognised as income. In contrast, the costs are to be depreciated over the remaining 4.5-year period of the lease and will therefore be an expense until the 2026-27 financial year. The net impact of this increased the 2022-23 surplus by \$0.95M. Additionally, the fair value of Anglicare NT's financial assets improved from a book value loss of \$0.79M in 2021-22 to a gain of \$0.24M in 2022-23, an improvement of \$1.03M. Excluding these amounts, the underlying operating surplus is a modest \$0.09M.

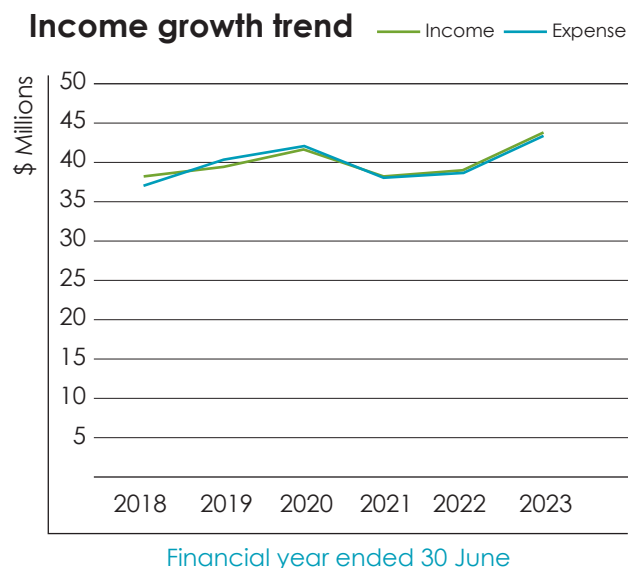
Cash levels remain high and ensure the organisation can pay its bills when they fall due.

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.

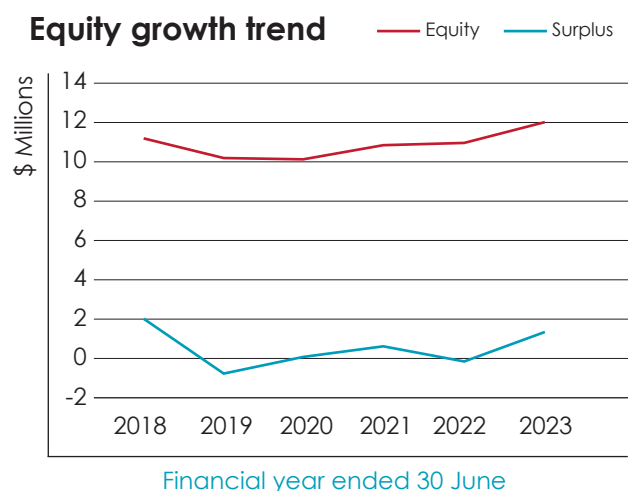
Grant funding sources 2022 – 2023

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.

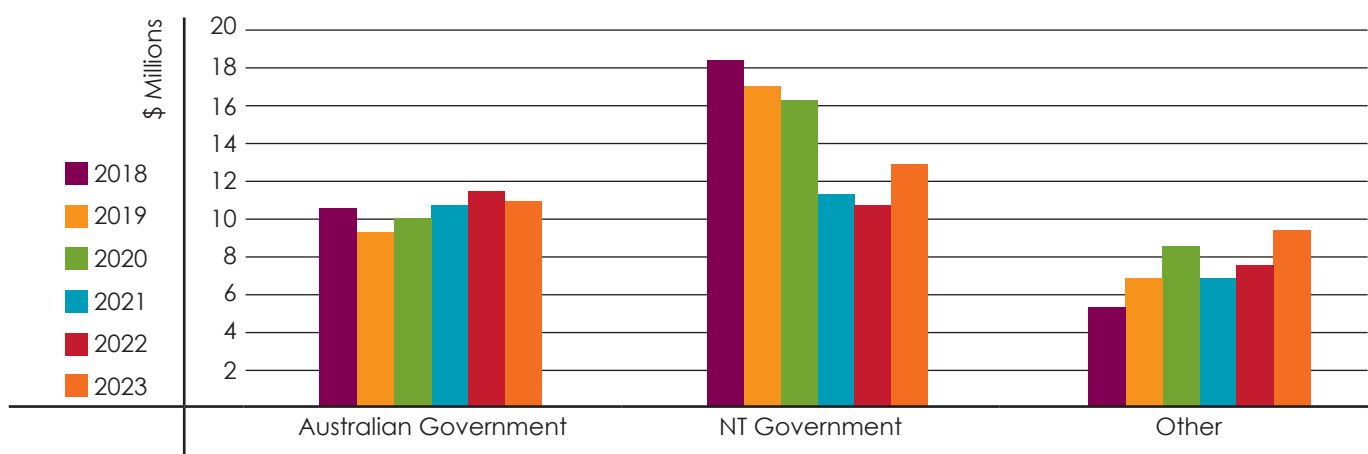
Income growth trend



Equity growth trend



Grant funding sources



Anglicare NT statement of profit and loss and other comprehensive income for the year ended 30 June 2023

	2023 \$'000	2022 \$'000
REVENUE		
Grant revenue	33,278	30,041
Other revenue	10,672	9,623
TOTAL REVENUE	43,950	39,664
EXPENSES		
Employee expenses	29,535	26,492
Depreciation	3,189	3,431
Client support services	3,058	3,162
Administration	2,612	2,490
Motor vehicles	1,045	882
Information communication technology	1,155	784
Property	1,654	1,235
Travel	666	491
TOTAL EXPENSES	42,914	38,967
NET SURPLUS	1,036	697
Fair value remeasurement gains/(losses) on financial assets	244	(789)
TOTAL COMPREHENSIVE (LOSS)/INCOME FOR THE YEAR	1,280	(92)

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 2023

	2023 \$'000	2022 \$'000
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	7,332	6,508
Trade and other receivables	612	1,566
Other current assets	1,256	642
TOTAL CURRENT ASSETS	9,200	8,716
NON-CURRENT ASSETS		
Financial assets	6,384	6,125
Property, plant and equipment	4,334	3,886
Right-of-use assets	3,932	5,367
TOTAL NON-CURRENT ASSETS	14,650	15,378
TOTAL ASSETS	23,850	24,094
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	3,890	4,143
Employee benefits	2,599	2,491
Lease commitments	1,473	2,113
TOTAL CURRENT LIABILITIES	7,962	8,747
NON-CURRENT LIABILITIES		
Trade and other payables	165	158
Employee entitlements	1,297	1,231
Lease commitments	2,483	3,294
TOTAL NON-CURRENT LIABILITIES	3,945	4,683
TOTAL LIABILITIES	11,907	13,430
NET ASSETS	11,943	10,664
EQUITY		
Retained surplus	12,331	11,296
Reserves	(388)	(632)
TOTAL EQUITY	11,943	10,664

INDEPENDENT AUDITOR'S REPORT

To the members of Anglicare N.T. Ltd.

Report on the Audit of the Financial Report

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 2023, 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 the *Corporations Act 2001* and 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 2023 and of its financial performance for the year ended on that date; and
- (ii) Complying with Australian Accounting Standards - Simplified Disclosures, the *Corporations Regulations 2001* and the *Australian Charities and Not-for-profits Commission Act 2012*.

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 *Corporations Act 2001*, the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (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 confirm that the independence declaration required by the *Corporations Act 2001* and the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

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 the directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Simplified Disclosures, the *Corporations Act 2001* and the *Australian Charities and Not-for-profits Commission Act 2012*, and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the 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 intend 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, 30 October 2023







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