

AnglicareNT

Annual Report
2023-24

BISHOP'S MESSAGE



I express enormous gratitude for all that Anglicare NT has achieved in the past year. The Anglican Church in the Territory is thankful that our social welfare and justice agency contributes so much to the wider community. We believe God's purpose for the world is a full life and justice for all. My hope is that we can keep building on the partnership between Anglicare NT and the churches for benefit both ways, as we express God's care and blessing for the world.

Our strategic plan in the NT Anglican Church has the vision statement of 'Growing communities in the love of Jesus Christ.' We want that growth to be outside the church as well as inside. We believe that as Anglicare NT's work touches people's lives, they are getting a taste of Christ's love for them. We want all our communities to thrive and flourish as they experience that, and Anglicare NT is a great channel.

The need of our communities seems to be ever greater. We know that rising living costs, housing challenges and high levels of violence put people under huge pressure. Anglicare NT has faced increased demand for its services. We are always trying to look upstream to see what can be done earlier to help people before their challenges get worse. That includes the board listening carefully to the experience of stakeholders, particularly Aboriginal people and the organisations we partner with, as well as those with lived experience of disadvantage of various kinds.

Our prayers are with Anglicare NT in the year ahead, that it will continue to be a valued organisation for the good of the wider community.

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

Respect • Kindness • Hope • Fairness • Integrity

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 Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of this country. We pay our respects to Elders past, present and emerging.



Aboriginal flag designed by Mr Harold Thomas.



Torres Strait Islander flag reproduced by kind permission of the Torres Strait Island Regional Council, designed by the late Mr Bernard Namok.



Anglicare NT is committed to providing safe and inclusive services and embracing diversity and inclusion in the workplace.

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2023-24 Annual Report
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CHAIR'S REFLECTION

I would like to start by reflecting on the valuable work performed by our committees, particularly the Audit and Risk Committee chaired by Dr David Ray and the Care Governance Committee chaired by Dr Jo Wright.



This year Iain Summers, our long-standing independent chair of the Audit and Risk Committee retired. Iain's insights and valuable recommendations as well as his role in chairing this committee have contributed greatly to the positive financial position of Anglicare NT, and I thank Iain for his dedication over many years. Dr David Ray was appointed as the new chair of this committee, and I thank him for taking on this role.

Our Care Governance Committee oversees Anglicare NT's many services to ensure that they are of good quality, meet industry best practice, are responsive to people's needs and are accountable and compliant with the many regulatory requirements. I thank Dr Jo Wright and his committee for providing this oversight and its valuable advice and reporting to the board.

There has been a restructure of our executive management team, and I commend CEO Craig Kelly for his vision and efforts in engaging with the executive and the board in achieving this restructure, which should assist us in continuing to provide good quality services to the people we serve.

Holding board meetings outside of Darwin is usual practice for our board, and this year we travelled to Alice Springs and Nhulunbuy to meet with our staff and leaders from the government and statutory bodies, and our valued partners in these regions. Our board values these visits and sees them as a key part of remaining informed of issues affecting our services in these centres.

Finally, I wish to thank our CEO, 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.

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

Richard Giles,
Chair of the Board



Top: Richard Giles and Craig Kelly thank Iain Summers as he retires as the independent chair of the Audit and Risk Committee.

Left: Richard starts a couch surfing race on Youth Homelessness Matters Day.

Right: Richard Giles with His Honour Professor the Honourable Hugh Heggie AO PSM, Administrator of the Northern Territory and Ms Ruth Jones.

CEO'S REPORT



As CEO I strive to focus on the future of Anglicare NT, the exciting opportunities and challenges on the horizon for our organisation. This report however reminds me of the importance of looking into the past and acknowledging the outstanding achievements of our dedicated team of staff and volunteers.

Almost 400 people work at Anglicare NT and our staff survey showed 98% of respondents think their work is meaningful, and 82% said Anglicare NT is a truly great place to work. An impressive 95% of clients who responded to our February feedback survey are happy with our service, which I believe paints a clear picture of the hard work and determination of staff in settings that can be confronting and complex.

We've had a significant restructure this year, most notably removing the deputy CEO position in the organisation. Ann Buxton, who filled the role at the time, dedicated 28 years of service to Anglicare NT, and I thank her for her hard work across the entire organisation. Our restructure was motivated by a commitment to grow regionally and be outcome focused, which required a different approach. Change isn't easy, and I'd like to acknowledge the patience of all staff and the board while we get used to the new structure.

Providing services outside of the bigger centres in the NT is logistically and operationally complex. Undeterred, Anglicare NT offers services in Central Australia, the Barkly, Big Rivers region and East Arnhem. We were invited into new and growing partnerships in the Aboriginal controlled sector through the Partnership Support Service and we have increased place based services that are co-designed with local communities to best respond to local needs.

I am proud of our constructive and lived experience led advocacy work, particularly in an election year where cost of living and concerns around public safety were front and centre. With expertise in community development, we know that smart investment in both economic and social outcomes work when combined with early intervention and prevention.

The outcome of the Voice to Parliament referendum was deeply disappointing. The generous invitation to all Australians to walk together towards a better future was, in my opinion, a massive missed opportunity to establish functional structures that would enable improved social and economic outcomes. We could have finally recognised Aboriginal and Torres Strait Islander people in the constitution, as well as made a major contribution to the ongoing reconciliation journey.

We continue to support the three key elements of voice, truth and treaty and remain convinced of the imperative of self-determination for Aboriginal and Torres Strait Islander people. I also acknowledge the significant hurt caused by the referendum process, and cannot express sufficiently my respect for Aboriginal and Torres Strait Islander staff at Anglicare NT. Their resilience, determination, grace and leadership has been particularly evident this year.

I remain in hope for a time when governments, no matter their jurisdiction or political persuasion, will work with the sector to make the NT a socially, culturally and economically just society. We have so many examples of what works, they just need to be offered at scale to have the necessary impact. Anglicare NT will continue to make the case for a sector that is funded sufficiently to meet demand.

A substantial challenge for the organisation this year was the decision to wind down our NDIS services in Darwin. We are grateful to our clients and staff for their understanding in this difficult decision, and want to acknowledge the smooth transition to other providers.

On behalf of the executive team I wish to express our sincere gratitude to our donors, community partners, volunteers and staff, who everyday invest their energy and passion to make a very real and measurable difference. Thank you.

Craig Kelly,
Chief Executive Officer

BOARD AND COMMITTEES

Our board of directors is an impressive group who volunteer their time and expertise to govern our large and diverse organisation.

We extend our gratitude to all board members for their contributions, particularly Ruth Walton and Pauline Schober who have concluded their terms. In 2023, we welcomed Martha Stewart and Reverend Kristan Slack to the board.

We thank Iain Summers for his significant contributions since 2006 as the independent chair of the Audit and Risk Committee and wish him well in retirement. Dr David Ray has joined us as the new chair of the Audit and Risk Committee.

Additionally, Elizabeth Stubbs has been nominated to a newly created external position on the Care Governance Committee, bringing valuable expertise to the team.

Our board is strengthened by sub-committees and reference groups:

- The **Audit and Risk Management Committee**, convened by Dr David Ray (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 Nhulunbuy in May 2024.

Board meetings and attendance July 2023 - June 2024

	Attended	Eligible to attend
Richard Giles (Chair)	7	7
Greg Anderson	7	7
Howard Bath	7	7
Kristan Slack	2	3
Martha Stewart	5	6
MunLi Chee	5	7
Pauline Schober	2	5
Ruth Walton	1	1
Sally Yule	7	7



Alice Springs Aboriginal Reference Group meeting with Sally Yule, Joyce Taylor, Dr Patricia Miller AO and Leonie Patterson.

Aboriginal Reference Group

We value the perspectives of Aboriginal leaders and communities, seeking advice on enhancing our staff's cultural competence and the cultural effectiveness of our services.

Members of the Aboriginal Reference Group advise the board on developing our Aboriginal workforce, including assisting with the recruitment of Aboriginal leaders to the board. They also help guide partnership development with Aboriginal controlled organisations and contribute to our strategic planning.

LEADERSHIP TEAM

Our leadership team plays a crucial role in guiding Anglicare NT's vision and strategy, ensuring goals are met while fostering a positive and inclusive culture. Their commitment to collaboration and innovation drives continuous improvement and empowers staff to deliver impactful services.

In this reporting period, we implemented recommendations by Social Ventures Australia. The process reinforced our areas of strength and identified ways the organisation can evolve to not only respond to a changing social and economic climate but be prepared for emerging community need.

We farewelled Deputy CEO Ann Buxton who contributed an incredible 28 years of service to the organisation. We also farewelled Regional Manager Katherine Tracey John and Director Business Development and Partnership Support Service David Alexander. Simone Pettiford resigned as Regional Operations Manager East Arnhem but continues her work with us as Senior Training and Skills Development Officer. We also farewelled long term staff member and senior accountant Rosa Malpartida and thank her for over two decades of work with Anglicare NT.

We welcomed Director Mental Health Nicole Goulter, Regional Manager Katherine Donna Warland, Regional Manager East Arnhem Heidi McDermott, Regional Manager Central Australia & Barkly Paul Rumpff, Director Impact & Service Development Sally Weir and A/Director Aged & Disability Andrew Hall.

Leadership team



Anglicare NT leadership team meet in Darwin.

Executive team



Craig Kelly
Chief Executive Officer



Leonie Patterson
Executive Manager,
Cultural Safety & Partnerships



Pattie Holtze
General Manager
Operations



Dave Jones
Executive Manager,
Shared Services

PROGRESSING OUR STRATEGIC PLAN

Major achievements against our strategic plan demonstrate how we work with individuals, families, communities and partners as we strive to make a significant contribution across categories of services, innovation and advocacy, partnerships and people. Our strategic plan will be reviewed in 2025, offering the opportunity to analyse how we respond to changing needs and emerging issues in our priority areas. Much has changed since the last strategic plan was created in 2022, and we look forward to the upcoming consultation process and opportunity to listen and learn how we can achieve our vision of a full life and social justice for all.

Services

Completed our first year of managing the **SHAK youth hub** in collaboration with CAAPS Aboriginal Corporation.

Organised consultation sessions with young people to inform the design and delivery of the proposed **Darwin Youth and Community Hub**.

headspace Katherine celebrated five years and **headspace Palmerston** celebrated two years of providing mental health services for young people.

Participated in the **Right Care Right Place** project which included **mapping eating disorder systems of care and service delivery** across the Northern Territory.

Communities for Children in Alice Springs formed a new partnership with NPY Women's Council to support the **health and wellbeing of vulnerable families in remote Central Australia**.

Extended the delivery of **No Interest Loans** to regional and remote communities.

Top End Suicide Intervention and Awareness Training (TESIAT) program delivered the new **Livingworks I-ASIST and safeYARN Indigenous-led suicide prevention skills training**.

Expanded reach of headspace, mediation, counselling and financial services through **telehealth appointments**.

East Arnhem Money Support Hub combined fly-in visits with online, phone and video consultations.

Implemented an **online booking system** for financial counselling and National Debt Helpline appointments.

Innovation & Advocacy

Collaborated with peak bodies, media agencies and key stakeholders to **amplify concerns on priority issues** of housing and homelessness, economic justice, problem gambling, domestic violence and justice reform and youth justice.

Advocated during the 2024 NT budget and election processes for needs-based funding, affordable and suitable housing for all, increased justice diversion options and enhanced funding of domestic, family and sexual violence prevention.

Advocated for a review of lowering the age of criminal responsibility and argued to instead **focus money and resources on evidence backed interventions**.

Surveyed over 500 service participants, with 95% of respondents reporting they were **happy with our services**. We actively followed up on all feedback to ensure continuous improvement.

Refined our **data analysis methods** to identify risks, inform organisational learning, and contribute to service and structural adaptations and enhancements.

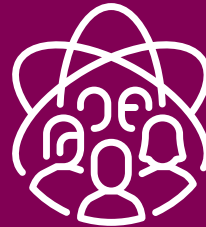
Contributed to research projects, including helping to evaluate the AIMhi Stay Strong app and collaborating with Orygen to develop the eligibility criteria for the enhanced care program.

Advocated for funding to broaden the delivery of headspace services to regional and remote regions and to **expand the reach of headspace early psychosis and work and study services** beyond the Darwin area.



88

services and capacity building activities across the Northern Territory



23,031

people supported across the Northern Territory

Partnerships

Completed another year of partnership with **CAAPS Aboriginal Corporation** and joined them as they celebrated 40 years of operation.

Transitioned the **Family Support Service** to CAAPS. Partnered with CAAPS to deliver the **SHAK youth hub** and embedded a CAAPS children and youth support worker in our **Garaworra** transitional accommodation to support families. Provided **HR support** to CAAPS to recruit their CEO.

Engaged with **Reconciliation Australia** and **Cross Cultural Consultants** to develop our next Reconciliation Action Plan (RAP). New artwork was commissioned for the report by **Garawa Aboriginal Designs**.

Implemented the **online platform Weavr** to improve the reporting and monitoring of RAP commitments.

Communities for Children initiatives in East Arnhem and Central Australia partnered with local organisations to support families and young children, including **Bush Fit Mob, East Arnhem Regional Council** and **Akeyulerre Healing Centre**.

Contributed to a national forum in Adelaide with over 50 **Communities for Children Facilitating Partners**.

Our Partnership Support Service (PSS) continued to partner with Aboriginal controlled organisations to deliver strong and sustainable services. Partners included **BRADAAG, Yugul Mangi Aboriginal Corporation** and **Gonj-Däl Aboriginal Corporation**.

Connected with **Anglican parishes** across the Territory during Anglicare Sundays to share information, stories and the impact of our work while exploring opportunities for collaboration.

People

Conducted **2024 employee survey** by BPA Analytics, showing 82% of staff described Anglicare NT as a 'truly great place to work'.

Achieved a 73.9% level of employee engagement in the survey which is significantly higher than the 52.1% average for our sector.

Applied **Aboriginal and Torres Strait Islander Cultural Protocols** across the organisation.

Established processes for identified roles, traineeships and flexible employment to build on our **Aboriginal and Torres Strait Islander Workforce Development Strategy**.

Launched the **Aboriginal and Torres Strait Islander recall** to acknowledge and strengthen Aboriginal and Torres Strait Islander staff contributions.

Provided staff **learning and development opportunities** including first aid, suicide awareness and intervention, inclusive practice, case notes and mandatory reporting.

Mandated **cross cultural awareness training** online and through sessions with local providers.

Supported staff to attend and/or **present at conferences and internal forums** in areas of early childhood, financial inclusion, housing and homelessness, headspace and youth services.

Created a **training and skills development officer role** to develop internal and external training.

Featured in over 30 radio interviews as part of **ABC Gives** fundraising campaign.

Delivered the 12th annual couch surfing event on **Youth Homelessness Matters Day** with 20 teams racing and over 30 organisations providing advice and support to young people.

Contributed to investigations into **exploitative practices by telecommunications and retail sectors** to support sector reforms.

RECONCILIATION

We acknowledge the strength of Aboriginal and Torres Strait Islander people in achieving their social, cultural and economic goals. We work alongside in a spirit of respect, engaging in two-way learning and fostering meaningful partnerships to build capacity for long-term sustainability.

Guided by the Aboriginal Peak Organisations of the Northern Territory (APO NT) Partnership Principles, we are committed to working with Aboriginal organisations and communities to create sustainable and culturally respectful outcomes.

Our commitment to the Uluru Statement from the Heart continues, with truth-telling and treaty the focus of reconciliation efforts. Members of our Reconciliation Committee actively work to implement and monitor the commitments outlined in our Reconciliation Action Plan.

Key achievements 2023-24

- Began using the **online platform Weavr** (weavr.au) to enhance our reporting and monitoring of commitments outlined in our Reconciliation Action Plan.
- Introduced **Aboriginal and Torres Strait Islander Cultural Protocols** to help staff build and develop their understanding of Aboriginal and Torres Strait Islander people's culture, customs, history and unique place as Australia's first peoples.
- Sixty two staff members took up the option to **substitute the 26 January public holiday** with another date of their choosing.



National Reconciliation Week outing with special guests Phyllis Gorey and Malcolm Heffernan, Olive Pink Botanic Garden Alice Springs.



Staff celebrate NAIDOC Week at our Ludmilla site.

- **Katherine office meeting rooms were renamed using local Aboriginal languages**, through consultations with the Banatjarl Strongbala Wimun Grup.
- 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.
- Participated in and hosted events for **National Reconciliation Week** and **NAIDOC Week**, including:
 - All staff invited to participate in an online meeting to acknowledge National Reconciliation Week and discuss the theme 'Now More Than Ever.'
 - Elders Phyllis Gorey and Malcolm Heffernan were invited to share stories, history and culture with Alice Springs staff during National Reconciliation Week.
 - Executive Manager Cultural Safety and Partnerships, Leonie Patterson, presented the Reconciliation Week keynote address for INPEX.
 - Katherine staff joined the Banatjarl Strongbala Wimun Grup for Reconciliation Week morning tea, yarning and weaving.
 - Staff participated in a flag raising ceremony and cultural activities at Ludmilla during NAIDOC Week.
 - Staff took part in local NAIDOC Week marches and events.

SNAPSHOT 2023-24



305

people supported through disability services



3,866

Territorians assisted with financial counselling or emergency relief

1,547

children and young people directly supported



760

people received counselling, mediation and support



62

members of staff chose to substitute the 26 January public holiday

95%

of survey respondents were happy with the services Anglicare NT provides



53

men supported to reintegrate into the community while on parole

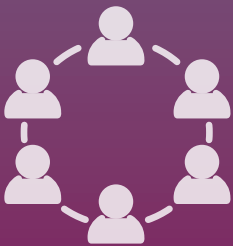


1,299

people accessed housing or homelessness services

1,104

older people supported

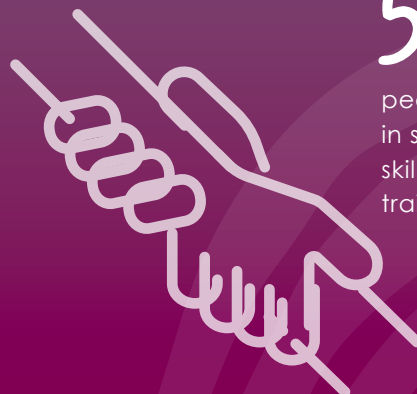


2,136

young people directly supported through headspace services

3,367

young people attended community education engagement events



593

people participated in suicide intervention skill and awareness training

QUALITY, IMPACT AND DEVELOPMENT

We are proud of our continuous service improvements and initiatives to strengthen our staff's capabilities as we deliver responsive, strengths-based supports across the Northern Territory.

A key priority for our organisation is to understand and improve the outcomes and impact we have on the lives of individuals, families and communities in the regions we serve.

Our Quality, Impact and Development team is essential in ensuring Anglicare NT meets quality standards. The team also supports staff development and consolidates data to illustrate our progress toward achieving our goals and desired outcomes.

Highlights

- Delivered the Feedback February 'tell us what you think!' survey, receiving over 500 responses, with 95% of respondents stating they were happy with the service Anglicare NT provides.
- Established the **Impact and Outcomes Committee**, providing support for projects aimed at measuring the outcomes and impact of our services and the organisation as a whole.
- **Presented training** to staff in Darwin, Katherine, Alice Springs and Nhulunbuy, including sessions on trauma informed practice and case management.
- Responded to staff training needs by **developing new courses**, including workshops on managing boundaries and effective feedback processes.



QIC Health & Community Services Standards



National Standards for Mental Health Services



Registered NDIS Provider



Community Housing Registration

- Delivered financial inclusion, housing and homelessness, headspace and youth forums, bringing staff from across the regions together for **practice-based learning and development** aimed at strengthening services.
- Received positive results from an **Aged Care Quality and Safety Commission** assessment of our services for older people in Nhulunbuy (January 2024).
- Completed stages one and two of **NDIS provider registration** assessment through QIP (June – July 2024).
- Lodged a standard compliance return to continue registration as a **Community Housing Tier 3 provider** against National Community Housing Standards (August 2024).
- Performed well in an assessment against the **Orygen Early Psychosis Model of Care** for our headspace Darwin service.
- Commenced preparation for assessment against the **QIC Health and Community Services Standards** and the **Community Standards for Mental Health Services**, which will be conducted in early 2025.



Launch of the NT edition of Council to Homeless Persons' Parity magazine l-r Peter McMillan NT Shelter, Kim Burns CatholicCare NT with Sally Weir and Megan Johnson from Anglicare NT.

Territorians are happy with our services

We asked participants from 13 of our services to tell us what they think about us in our first ever Feedback February. Five hundred and eight participants completed surveys and answered questions about their experience with our services, satisfaction levels, areas for improvement and if they would recommend us.

The responses tell a fantastic story that acknowledges our quality services and staff dedication.

- 95% of respondents said they were happy with our services
- 96% said staff were kind to them
- 95% said staff respect them
- 94% said staff take their culture and beliefs into account
- 92% said we made a difference
- 93% would recommend Anglicare NT to someone who needed support

"I tell all my family to come and visit Anglicare when they are in my community if they have money problems."

"Anglicare workers followed up and did not treat me as a number. I will always refer Anglicare to anyone. They made a big difference in my life."

Survey respondents

95%

of respondents said they were happy with our services



96%

of respondents said staff were kind and 95% said staff respect them



Philip, Rosario, Donna and Mutya accept a quality award for expanding delivery of Home Care Packages in Katherine.

Acknowledging team innovation

Internal quality awards recognise the outstanding work of teams within Anglicare NT. They are designed to recognise progress towards our vision of a full life and social justice for all, continuous improvement efforts and innovation, responsiveness to community needs and outcomes. This year saw a refresh of nomination categories to now include cultural safety.

Awards were presented to:

- **Katherine regional team** for expanding their services to older people through the addition and growth of Home Care Packages.
- **ICT team** for strengthening cyber security protection.
- **Garraworra transitional accommodation** for introducing a recycling initiative involving and raising awareness with residents.
- **headspace Katherine** for adding 'procedure highlight' as a standard staff meeting agenda item.

"Staff are kind, caring and respectful and consumers are consistently treated with dignity and respect."

Aged care quality audit report

"The review found a robust structure and suite of policies and procedures that guide and govern the organisation."

NDIS stage two assessment report

ABOUT US

ENVIRONMENTAL SUSTAINABILITY

Anglicare NT is dedicated to environmental sustainability and protecting our planet for future generations. We aim to make a positive impact by reducing carbon emissions and waste, adjusting our habits and improving our purchasing choices.

Environmental challenges affect everyone, but they disproportionately impact the most vulnerable. Most at risk are those experiencing poverty and exclusion - many of whom we support through our services.

Our commitment to sustainability is evident in our growing use of hybrid and electric vehicles. This year, CEO Craig Kelly took a significant step by driving an electric car from Darwin to Katherine, demonstrating that operating in regional and remote NT is not a barrier to eco-friendly transportation.



Craig prepares to drive from Darwin to Katherine in one of our electric vehicles.



Olivia and Tom take part in Ride to Work Week in Alice Springs.

EnviroCare

Our EnviroCare team, made up of staff from each region, worked to raise awareness about environmental issues and organised campaigns to reduce our environmental impact.

This year, EnviroCare ran four educational and practical initiatives: a clothes swap, a recycled Christmas tree competition, Ride to Work Week and Plastic Free July.

Anglicare NT carbon emissions assessment

Emission source	2023-2024 CO ₂ -e (tonnes)	Proportion of total %	2019-2020 Baseline CO ₂ -e (tonnes)	Proportion of total %
Purchased goods	1,177	45%	1,208	41%
Fleet and fuel	264	10%	686	24%
Employee commuting	650	25%	691	23%
Business travel	204	8%	184	6%
Electricity	220	8%	147	5%
Waste	32	1%	29	1%
Fugitive refrigerants	71	3%	N/A	N/A
Total	2,617 † CO₂-e	100%	2,945 † CO₂-e	100%
Total per FTE	9.34 † CO₂-e		9.5 † CO₂-e	
Reduction measures				
Renewable energy	-26.27 † CO₂-e		-13.91 † CO₂-e	

SERVICE LOCATIONS

Anglicare NT provides community services and capacity building activities across urban, regional and remote areas of the Northern Territory. We work in partnership with communities and stakeholders to respond to the needs of Territorians, seek solutions to unmet need and advocate for change to bring about a more fair and equitable society.

Services are delivered from operational bases in Darwin, Palmerston, Alice Springs, Katherine and Nhulunbuy. Outreach, training and partnership support activities are also provided in other regional and remote areas of the Northern Territory.

Operational sites:

- ▶ Head Office (Winnellie)
- ▶ Ludmilla Community Services Hub
- ▶ headspace Darwin (Casuarina)
- ▶ Palmerston Community Services
- ▶ headspace Palmerston
- ▶ Central Australia and Barkly Regional Office (Alice Springs)
- ▶ Alice Springs Housing Hub
- ▶ Katherine Regional Office
- ▶ headspace Katherine
- ▶ East Arnhem Regional Office (Nhulunbuy)
- ▶ Galiwin'ku Community
- ▶ Gapuwiyak Community
- ▶ Groote Eylandt
- ▶ Milingimbi Community
- ▶ Ngukurr Community
- ▶ Numbulwar Community
- ▶ Ramingining Community
- ▶ Tennant Creek



SUMMARY OF SERVICES

Services	Darwin	Palmerston & Rural	Alice Springs	Katherine	Gove Peninsula	East Arnhem	Other Remote
Partnership Support Service							
Service Development & Capacity Building Activities	✓	✓	✓	✓	✓	✓	✓
Special Projects	✓	✓	✓	✓	✓	✓	✓
Early Childhood							
Communities for Children			✓		✓	✓	✓
Remote Community Playgroups						✓	✓
Play and Learn Support	✓				✓	✓	✓
Home Interaction Program for Parents & Youngsters (HIPPY)	✓			✓		✓	
Families							
Child & Family Contact Service	✓	✓					
Family Skills Facilitator Service					✓	✓	
Family Support Service	✓	✓	✓		✓		
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 Hub	✓						
Youth Support & Accommodation	✓	✓		✓			
Youth Housing Options & Pathways		✓					
Mental Health & Suicide Prevention							
Aboriginal Youth Mental Health Trainees	✓	✓		✓			
headspace Primary	✓	✓		✓			
headspace Early Psychosis	✓	✓					
headspace Enhanced Care	✓	✓					
headspace Individual Placement & Support	✓	✓					
Right Care Right Place	✓	✓					
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	✓	✓	✓				
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	✓	✓	✓		✓	✓	

Visit anglicare-nt.org.au as services and locations may change.

PARTNERSHIP SUPPORT SERVICE

Anglicare NT's Partnership Support Service (PSS) is committed to working with Aboriginal controlled organisations to deliver strong services for their communities.

Through collaborative agreements, developed to meet the specific needs of partners, PSS operates on a model of shared learning, respect and strong relationships with a commitment to Aboriginal-led outcomes.

Highlights

- With support from Damien Mick at IBC Social Enterprise, PSS collaborated with the **Numburindi Development Aboriginal Corporation** to deliver the Indigenous 'Youth Connecting to Culture Program' in Numbulwar. This involved recruiting youth mentors and partnering with them to facilitate community activities, including school holiday programs and workshops.
 - Continued to develop our partnership with **Gonj-Däl Aboriginal Corporation** and ARDS Aboriginal Corporation to establish and implement a community led Child and Family Centre in Gapuwiyak and homeland communities.
 - Supported **Lhere Artepe Aboriginal Corporation** to develop a justice reinvestment initiative in Alice Springs. PSS also provided organisational strengthening and workforce capability support.
 - Together with the Anglicare NT human resources team, provided **recruitment support** for CAAPS Aboriginal Corporation, Lhere Artepe Aboriginal Corporation, BRADAAG and ARDS Aboriginal Corporation.
- Our partnership service featured in the inaugural publication of the **Blak Business Magazine**.
 - Continued our collaboration with **Cross Cultural Consultants NT** to provide Anglicare NT with both online and in-person cultural training. They continue to assist with developing the next PSS strategic plan and our Reconciliation Action Plan.
 - The Staff Assistance, Learning and Training (SALT) program continues to **support people living and working in regional and remote communities** across the Northern Territory. We welcomed an additional professional coach to the SALT team - Clinical Psychologist Carmen Cubillo will work alongside coaches Sarah Haythornthwaite and Dr Craig San Roque.
 - Philanthropic support from the **B B & A Miller Foundation** continues to enhance the efforts of PSS, including the production of a fortnightly eBulletin and the SALT program.



The Partnership Support Service (PSS) works with Aboriginal controlled organisations to deliver strong community services.



Celebrating NAIDOC Week with partner organisation BRADAAG in Tennant Creek.

Building capacity in Ngukurr through support and mentorship

The Alumbat Biginini en Familimob (Family Support Service) in Ngukurr focuses on supporting at-risk families by linking to essential services, promoting family unity and providing skills development and case management support.

Through a partnership with Yugul Mangi Development Aboriginal Corporation, PSS Development Officer Hannah Pugh-U'Ren supported and mentored Ngukurr-based staff in their day-to-day work with local families including planning, reflecting, supervision and referral support.

To assist with building staff and organisational capacity, Hannah identified and organised mandatory and relevant training. This year, staff travelled to Katherine for protective behaviours training delivered by NAPCAN. Hannah also liaised with Batchelor Institute to deliver a Certificate II in Community Services in Ngukurr through week-long intensives.

Hannah worked with staff in Ngukurr to develop clear processes for collecting data and provided support to ensure the program met reporting requirements. Additionally, she helped to simplify forms into plain English with visual prompts for greater accessibility by staff.



Melissa and Yvette from Yugul Mangi Development Aboriginal Corporation attend NAPCAN training in Katherine with PSS development officer Hannah.

“Two-way learning isn't a throw away catch phrase but the genuine basis of partnership work. By working together, staff at Yugul Mangi have enhanced their skills in providing essential services in Ngukurr, and I've gained valuable insights into remote service delivery.”

Hannah Pugh-U'Ren, PSS development officer



750

hours of pro bono support provided



10

Partnership Support Service worked with 10 Aboriginal controlled organisations

Success means winding down the partnership

While partnerships will always continue, the underlying work alongside partners should reduce. We have successfully completed the intensive support work with BRADAAG, the Barkly Regional Alcohol Advisory Group based in Tennant Creek.

PSS Development Officer Nicola MacKenzie was embedded in BRADAAG for over a year, providing leadership support while the Anglicare NT human resources team assisted in recruiting a general manager. PSS contributed to workforce strengthening, improving payroll and financial systems, supporting the creation of a Therapeutic Model of Care and ensuring quality accreditation renewal. BRADAAG has strong community support and is delivering quality services.

“Being part of strong, community minded Tennant Creek, and part of the BRADAAG team – Blak, Loud and Proud, who are working together and contributing to their community makes my fire burn brighter,” said Nicola MacKenzie.

Anglicare NT was deeply saddened by the passing of Mr. E McAdam AM, the Chairperson of BRADAAG, who passed away in August 2024. During his tenure, Mr McAdam made significant contributions to Tennant Creek and the Barkly region. His visionary leadership, unwavering advocacy, commitment to transparency and dedication to the community have left a lasting impact on BRADAAG.

EARLY CHILDHOOD AND CHILDREN'S SERVICES

Children have the best opportunity to thrive in all areas of life when they have a strong foundation and supportive family.

To support families and children, Anglicare NT provides culturally affirming activities, information, resources and opportunities.

This year, we collaborated with families and partner organisations to offer:

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

Highlights

- **Presented at the SNAICC conference** on our children's services in East Arnhem. Delegates also observed our HIPPY teams working with families and enjoyed a bush tucker feast at our Garaworra transitional accommodation.
- Children completing two years of HIPPY were treated to **graduation ceremonies** in Darwin, Katherine and Yurrwi.
- HIPPY Katherine collaborated with 54 Reasons to provide **play-based activities in Binjari**. They also teamed up with FaFT and Banatjarl Strongbala Wimun Grup to run family group activities in Katherine.
- Communities for Children teams **presented on our place-based work** and assisted with organising a national forum in Adelaide bringing together over 50 Facilitating Partners.
- The annual **We Grow Them Up Learning Forum** brought together early childhood children's services, family support workers, community leaders and stakeholders from the East Arnhem region to share learnings, develop networks and promote child friendly communities.



1,488

Communities for Children activities delivered in East Arnhem and Central Australia



812

children, parents and carers accessed our early childhood services



Jessie shares a moment with HIPPY graduates in Yurrwi.

- NPY Women's Council started a **health and wellbeing service in Kaltukatjara and Mutitjulu** through a Community Partner agreement with Alice Springs Communities for Children.
- In collaboration with Alice Springs Communities for Children, SOCIAL Solutions delivered **free workshops on developing the capacity** of people who have experienced adverse life events.
- Children in Numbulwar and Umbakumba were supported to **tell their own stories** through the Communities for Children funded Story Writing in Remote Locations (SWiRL) partnership.

Working with families on Groote

Bush Fit Mob deliver two programs on Groote Eylandt as a Community Partner of the East Arnhem Communities for Children initiative.

To support the nutrition and wellbeing of children and families, Bush Fit Mob teach cooking and food preparation skills at schools and community events. This year they held two My Kitchen Rules cooking challenges where families and young people cooked up a storm!

Bush Fit Mob recently launched the Family Skills Facilitator Service, which uses strength-based case management and community engagement to promote family wellbeing. The team collaborated with local early childhood services, health and government agencies to develop initiatives for vulnerable families. They engaged with families and young people at schools, holiday programs and playgroups, and have begun case management support to several families.

“Thank you Anglicare for your wonderful ongoing support and funding for this program. We are really excited to continue to build momentum during 2024-2025, trialling new initiatives that aim to encourage ongoing education and practical examples/tools that deepen awareness about fuelling our bodies in healthy ways to grow our kids up strong and healthy!”

Bush Fit Mob nutrition and wellbeing program



HIPPY staff share learnings and develop skills for their work with pre-school aged children and families.

Enhancing staff capacity

Through ongoing, tailored and culturally affirming training, staff in our children's services develop their skills and confidence while building valuable connections to improve outcomes for children and families.

In November 2023, children's services staff gathered for annual training by Anglicare NT and NAPCAN, focusing on child safety and wellbeing, including safeguarding and mandatory reporting.

In February, HIPPY staff from Darwin, Katherine and Yurwi spent three days developing skills to lead place-based and culturally appropriate activities for families and their pre-school aged children.

Remote playgroup staff joined Families as First Teachers (FaFT) in Katherine for Abecedarian Approach Australia training. Aimed at enriching and enhancing early childhood practices of educators and parents, this training aligns with Anglicare NT's Play and Learn Support (PALS), a culturally focused resource for development milestones and effective parenting.

“I loved all the training. I learnt skills and found out more about the work we do.”

Natalie Miller,
Ngukurr Freshwater Playgroup

Olyanna enjoys water play at a HIPPY event for families and children.



SUPPORTING YOUNG PEOPLE

With support and guidance, young people can build skills, develop their decision-making and take control of their lives. Our committed staff help young people recognise that their past doesn't define their future, cultural identity matters and opportunities are within reach.

Our services for young people include youth diversion programs, aftercare brokerage and support, pregnancy support and childbirth education, after-school and holiday activities and emergency relief. For young people experiencing, or at risk of homelessness, we provide early intervention, short-term accommodation and case management support.

Prioritising evidence over public opinion is critical, and our advocacy for young people echoes the concerns of experts. We must enhance early intervention efforts and bolster support for young people and their families.



The youth team organise the annual Couch Surfing event on Youth Homelessness Matters Day.

Highlights

- Through consultations hosted by Anglicare NT in partnership with NT Government, young people provided input on the design of the **Darwin Youth and Community Hub** to be built at Casuarina.
- Held on Youth Homelessness Matters Day, the **annual Couch Surfing event** was organised by Anglicare NT and City of Darwin, supported by major sponsor First Nations Broadcasting. Over 20 teams of young people raced couches and more than 30 organisations had stalls that offered information and advice.
- Three Aboriginal young people commenced **traineeships at the SHAK Youth Hub**, funded through a partnership with the INPEX-led Ichthys Joint Venture.
- The **#U-Turn service**, which provides alternatives to detention through the NT Government's Back on Track initiative, engaged with 41 young people in Darwin and Nhulunbuy.
- The annual **youth and family services forum** brought together over 60 staff from Alice Springs, Darwin, Palmerston, Nhulunbuy and Numbulwar to strengthen connections, celebrate achievements and develop practice.
- Anglicare NT signed a joint submission on the need for a **national strategy to end child and youth homelessness**.
- Participated in the national **Home Time campaign**, urging governments to improve Australia's housing system for nearly 40,000 children and young people who don't have a home.

6,385

young people
attended youth
drop-in activities



735

young people
supported through a
range of services



Aroha and Taimana share a moment with Santa at the Pandanus childbirth support Christmas party.





Fiona and Boab provide young people with a safe place to hang out at the SHAK youth hub.

A safe place for all young people

Every day after school, Sanderson Middle School transforms into 'The SHAK,' a safe hangout for young people aged 10-17. For some, it's a place to have fun, for others a place to enjoy a free meal and for many it's a safe space to talk about difficult topics with a trusted adult. Managed in collaboration with CAAPS Aboriginal Corporation, the SHAK is a culturally safe place that promotes two-way learning.

The SHAK collaborates with local organisations to offer diverse after-school and holiday programs, including cultural activities, boxing, skateboarding, music and dance workshops and eGaming. Free transport home is provided by Larrakia Nation and IBC Social Enterprise.

"The SHAK is a really valuable service as it provides vulnerable young people with access to their basic needs, like nourishing food and a safe space. Young people also build healthy relationships with trained youth workers who listen to them, advocate for them, provide meaningful support to them and, most importantly, facilitate a safe space where they can have fun," Fiona Gunn, SHAK Youth Worker

Tahlia's journey to independence

Tahlia* was in a youth mental health facility when she was referred to our youth accommodation support program at 16. After spending her early years in statutory care, she struggled to control her behaviour and share space with others.

Tahlia disclosed her story to our team, and we developed a personalised care plan that focused on her goals and hopes.

To prepare for shared living, our team helped Tahlia learn about household dynamics, conflict resolution and managing expectations. There was a big focus on safety planning for when she felt her mental health was deteriorating.

Once she was set up, Tahlia thrived, growing her own food, connecting with a supportive 'aunty,' activating her safety plan when needed and engaging in sport to build routines and friendships. After two years, Tahlia now lives independently with a partner.

*name changed for confidentiality

Support for young pregnant women

The Pandanus program supports pregnant women under 25 years, and their partners to transition and prepare for parenthood. It offers a range of services including childbirth education, postnatal education and peer support for new parents and one-on-one support and case management. In the reporting period, Pandanus worked with 98 young women providing education, personal and practical support.

Pandanus was one of four services we raised funds for as part of the 2023 ABC Gives campaign. The ABC spoke to Pandanus participant Natisha:

"I definitely wouldn't be where I am without Eva and the Pandanus program. I say definitely jump in for Eva because Eva is amazing - I call her my fairy god mum because she came into my life when we had no one."

"I had no self-confidence. I thought it was ok to feel not ok. Pandanus pointed me in the right direction. Especially if you've got no support at home or outside of home."



Pandanus makes an important difference for young pregnant women, helping them and their partners prepare for parenthood.

RELATIONSHIPS, PARENTING AND FAMILY SUPPORT

Personal struggles, relationship challenges, separation and parenting issues can happen to anyone, and seeking professional support is an important step forward. Our Resolve services offer counselling, mediation, post-separation support and parenting workshops.

Working alongside Aboriginal controlled organisations, our family support services help keep families together and connected to community and culture. Our Child and Family Contact service facilitates access visits for parents whose children are in care and supports reunification. Additionally, our Refugee and Migrant Support Service (RAMSS) provides practical assistance and community connection opportunities for people settling into life in Australia.

Highlights

- Began offering **Tuning in to Kids for Dads** workshops in Darwin and Nhulunbuy. The group program is designed to help fathers connect more deeply with their children and support them in managing emotions while building social and emotional skills.
- Members of the Resolve team presented at the **Family and Relationship Services Australia National Conference**, showcasing their collaboration with University of Melbourne researchers to achieve evidence-based recognition for the Tuning in to Kids for Dads program.
- Resolve was contracted as the **Employee Assistance Program (EAP)** provider for several organisations and schools.
- The **Family Support Service** received a two-year funding contract extension to continue providing support to families on the Gove Peninsula.
- The Feedback February survey revealed that 100% of respondents found **Child and Family Contact** service staff to be supportive, communicative and flexible in arranging visits.
- The **Refugee and Migrant Settlement Service** continued to support people through their settlement journey in Australia. Anglicare NT is funded to provide this assistance through the Settlement Engagement and Transition Support (SETS) program, funded by the Department of Home Affairs.
- **Weekly connection walks** started in Darwin for people recently arrived in Australia aimed at fostering community and building friendships, in collaboration with Heart Foundation and STEPS.

760

people received counselling, mediation and support



106

refugees and migrants directly supported on their settlement journey



The Alice Springs Family Support Service team help keep families together and connected to community and culture.

Funding and support needed to end family, domestic and sexual violence

In the Northern Territory, individuals are seven times more likely to be killed by an intimate partner than anywhere else in Australia. While Anglicare NT acknowledges the NT Government's \$180 million funding announcement, we believe more is needed. We advocate for additional, sustained funding in consultation with experts from the domestic, family and sexual violence (DfSV) sector.

We continued to develop and strengthen relationships with local domestic violence services to support referral pathways and pursue joint advocacy. Staff participated in events against family violence and underwent specialised training to better support affected individuals.

We strengthened processes and trained staff in the early identification of DfSV, intervention strategies, ways to keep vulnerable people safe, disclosure skills, support and referrals.

Additionally, our refugee and migrant support program collaborated with local legal aid organisations to create tailored domestic violence training for CALD (Culturally and Linguistically Diverse) communities.

Learning about birthing and parenting on-country

From 37 weeks of pregnancy or earlier if required, women from remote East Arnhem communities travel to Gove District Hospital in Nhulunbuy to await their baby's arrival. During this time, they can join the Frangipani Women's Group to connect with others, learn from a midwife and participate in activities like hunting and fishing.

Over the past year, more than 30 group meetings were held. People most loved spending time on-country where they could fish and hunt. When the weather was too hot or wet, the group met under shady trees or at the Anglicare NT office to chat, bead, paint or watch movies. A midwife from Core of Life and a cultural support worker provided valuable information about pregnancy and birthing.

"The group offers women a chance to ask questions and connect with other mothers. For many, it's their first opportunity to discuss birthing and what to expect with a midwife and support workers. Escorts who travel with the women are also invited to join the group and the midwife can give them advice on how they can support mothers during and after the birth," Meg Venter, Project Officer.

Sharing time on country with the Frangipani Women's Group.



We asked people to share what family means to them at a National Families Week event.

Family Support Service transitions to CAAPS

In 2018, Anglicare NT and CAAPS Aboriginal Corporation created a partnership using the APO NT partnership principles for working with Aboriginal organisations.

The partnership began with embedding a CAAPS support worker in the Anglicare NT Intensive Family Preservation Service. In 2020, CAAPS were successful as the lead agency in receiving funding to deliver the Family Support Service, in partnership with Anglicare NT.

To support the development of the service and build staff capacity, the team were located at Anglicare NT for the first three years. In early 2024, as per the partnership agreement, the program transitioned to be based at CAAPS.

We will miss seeing our partners in the Ludmilla office, but pleased the partnership has been a success. Many families have, and will continue to, experience the benefits from this important service.



OUR SERVICES

YOUTH MENTAL HEALTH AND WELLBEING

Our headspace services in Darwin, Palmerston and Katherine are one-stop hubs for young people aged 12 to 25. We offer support for mental health, physical and sexual health and substance use issues. We also support young people to find employment and training opportunities.

In addition, headspace provides enhanced support to young people who have multiple challenges to accessing mental health support and for young people experiencing or at risk of developing psychosis in Darwin and Palmerston.



Therapy dog Scout visits headspace Darwin.

Highlights

- **headspace Palmerston** celebrated two years of operation and **headspace Katherine** celebrated five years of operation.
- Dr Chris Vladcoff was named 2023 **NT General Practitioner of the Year**.
- Contributed to a national project by Orygen to define eligibility for the **enhanced care service**, ensuring it meets local needs and is understood by stakeholders.
- Individual Placement and Support (IPS) and our early psychosis service achieved **positive results in fidelity reviews**.
- Young people can now attend their first headspace appointment **without any wait time**.
- Provided **Indigenous Allied Health Australia (IAHA)** and **Charles Darwin University** student placements.
- The IPS team worked with young people to achieve their work or study goals. **'Employer spotlights'** at local businesses allowed young people to connect with employers and resulted in job opportunities.

2,135
young people assisted with over 5,400 occasions of service

184
young people accessed the early psychosis team, with over 5,600 occasions of service

- Staff attended the **Australian Early Psychosis Program Forum, headspace National Forum, IPS Learning Collaboration and Aboriginal and Torres Strait Islander Staff Network**.
- Community engagement teams attended schools, open days and events, **raising awareness of mental health and wellbeing** and reducing stigma around seeking help.
- **Youth ambassador groups** contributed to the strategic direction of headspace hubs and supported events and activities including the Katherine Youth Conference and visible art project.
- Involved in **collaborative research projects**, including with the Australian Early Psychosis Collaborative Consortium.



Celebrating headspace Palmerston's second year of operation.

Wraparound support essential for success in the early psychosis service

Young people experiencing or at risk of psychosis can receive wrap-around support for up to two years through our early psychosis service. They have access to psychiatric consultations for medical interventions, along with continuous support and therapeutic interventions from clinical case managers and peer workers. Our support is available at home, at headspace or in the community.

The program also includes functional recovery groups to help build connections, personal skills and confidence.

Family and friends are vital to a young person's recovery, so headspace offers individual, family and group support, along with information sessions.

"We always try and offer support to families as it can be challenging to have a young person going through a mental health service. I look at ways to help families manage stress and learn ways to look after themselves so they can continue supporting the young person," Zoe Sladdin, Family Mental Health Clinician.

headspace Katherine turns five

In September 2024, headspace Katherine celebrated five years of supporting young people's mental health and wellbeing through its youth friendly hub and outreach team in remote communities.

Since opening, it has delivered over 3,352 services to more than 558 young people, 52% of whom identify as Aboriginal and/or Torres Strait Islander.

The team collaborates closely with local Aboriginal organisations, Elders and communities to provide culturally relevant services that consider holistic wellbeing, including connections to culture and spirituality.

Through the headspace Katherine Consortium we've partnered with over 25 organisations to advocate for mental health in the region. Our dedicated youth advisory group empowers young people to shape service delivery and engage in community initiatives, including the planning and delivery of the 2024 Katherine Youth Conference.



headspace Darwin staff support young people experiencing or at risk of developing psychosis.

Support from someone who has been there

Imagine sharing your healing journey with someone who has walked a similar path before you. Our headspace peer and family workers have faced mental health challenges themselves and have either accessed mental health services or supported a loved one in doing so. They have also received training to use their experiences to help others.

Senior peer support worker Leila Heinrick brings her experience to others. "It is really about creating a space that feels safe for them, providing a space to talk or answer questions. It might be talking about what to expect from the clinicians, or to get a tour of the space so they feel more comfortable."

Helen Mulambya recently joined the early psychosis team as a family lived experience worker.

"If you are spending a lot of time caring for someone, you might need to have a cup of tea, a chat, share what's happening. I can do some advocacy work, let them know where I found help and what worked for me. It's a unique journey, it's not a place many people have been to with their kids and family."

Helen Mulambya, family lived experience worker



Temisha and Olive from headspace Katherine spread the word about mental health and wellbeing on an outreach visit to Pine Creek and Kybrook Farm.

SERVICES FOR OLDER PEOPLE

Older people should be able to live with dignity and pursue a life that meets their needs. Our dedicated staff deliver services that enhance health, independence, mobility and social connections, while respecting each person's choices and aspirations.

Our aged care service delivery includes:

- Home Care Packages and a home support program that enable older people to remain in their own home.
- Care Finder, which assists older people who don't have anyone to support them access aged care services.
- The Aged Care Volunteer Visitors Scheme (ACVVS), where Anglicare NT facilitates volunteer visits to older people at risk of social isolation and loneliness.

Highlights

- Developed an **aged care roadmap** to guide future service delivery.
- Completed **quality assurance assessments** through the Aged Care Quality and Safety Commission and Department of Health and Aged Care.
- Accessed free advice from the **Business and Workforce Advisory Service** aimed at improving financial viability and capability of aged care services.
- Consumers and staff in Darwin and Nhulunbuy had the opportunity to share their experiences with **Interim First Nations Aged Care Commissioner Andrea Kelly**.



East Arnhem respite, aged and disability team attend the Garma Festival with participants.

- New **care coordinator** positions were created in Darwin and Alice Springs to ensure the needs of older people are met and their goals achieved.
- Eleven older people living in the outer Darwin region **transitioned care from Larrakia Nation** to Anglicare NT.
- Staff attended the **Aged and Community Care Providers Association Conference** to learn and network.
- Facilitated a **weekly social connection group** in Katherine where older people play games, do arts and crafts and share stories.
- Supported **74 volunteers to visit 86 older people** through the Aged Care Volunteer Visitors Scheme.
- **Care Finder** connected with 173 vulnerable older people and assisted 149 to link with eligible services.

Regional Manager East Arnhem Heidi McDermott enjoying Midawarr Day Out with Djarrupi Wunungmurra.



"I know you'll take care of me as I get older. I don't need much now but I appreciate it very much."

"Your service is the best. If I need extra help I just have to ask."

Survey respondents

Still getting outdoors

For over five years, Louise has visited Hans every two weeks through the Aged Care Volunteer Visitors Scheme. Together they go somewhere where Hans can be close to nature. Sitting in the Darwin botanic gardens, Hans reflects on what being outdoors means to him.

"This is a wonderful place where you can sit on your own. However, you are not alone, there is life all around you. It is wonderful and quiet and good for your health. I feel more peaceful when I return to my accommodation and I am very grateful to have these outings."

Louise says Hans is very happy to have her company. "Hans and I get on well together and there is a shared understanding and respect. We often sit at East Point and watch the storms coming in or the changing tide. The visits are a great excuse for me to forget about my day and week and just be present."



Our staff support older people in Alice Springs.

Love at any age

When Ron* came back to Alice Springs after 40 years away, he needed a hand to get set up on a Home Care Package. Our aged care team met Ron on his second day back in town to help him set up his new life. Ron has dementia so it was important his care package included getting the healthcare he needed.

After a fall and a short spell in hospital, Ron moved into residential care. He soon learned his ex-wife Di* also lived there, and this is where their love story starts, or re-starts.

Before long, it was normal to see Ron visiting Di at her home, walking hand in hand. They had obviously fallen back in love and within a few months had moved in together.

While our aged care team doesn't work with Ron anymore because he's moved into residential care, the opportunity for our team to be involved has been a highlight and shown us that romance is special at every age.

*names changed for confidentiality



1,104

older people supported



149

vulnerable older people linked with eligible services through Care Finder

Elders share culture on country

Elders, who are also members of our respite, aged and disability group in East Arnhem, were invited to take part in a learning initiative at their homeland Yalangbara. They joined students and teachers from Yirkala Bilingual School, the Learning on Country program, Batchelor Institute and a film crew who were documenting the experience.

Our staff picked up five family members for the day trip. They were excited to visit their homeland and share their cultural knowledge with students, teachers, family and Anglicare NT staff. They also helped get the 4WD over the sand dunes and lit the fire for a cuppa.

The Elders sang the manikay (song) and performed the **bung-ul** (dance) that must take place before a well can be dug in the sand to release sacred spring water. They shared insights about local plants and animals and their uses and found turtle eggs which they cooked and shared.

"The trip was rated a massive success by teachers, students and aged care participants. It was a great opportunity to bring the generations together to share knowledge."

Kim Bryant, aged and disability manager

SUPPORTING PEOPLE WITH DISABILITIES

Everyone, regardless of their ability, deserves the opportunity to live their life to the fullest. Meeting the needs of people living with a disability in the Northern Territory, however, is challenging. Factors affecting optimal service provision include our sparse population, remote locations, costs, funding constraints and a limited number of accredited service providers.

Our National Disability Insurance Scheme (NDIS) support services are designed to meet individual needs, help people achieve their goals, foster independence and connect with the community. Tailored supports include in-home assistance, social participation, skill development and help with study and work.

NDIS support coordinators work with eligible individuals to optimise their NDIS plans, explore options and access the assessments, supports and resources they need.



Support coordinators assist NDIS participants to choose their preferred support options and providers.

Highlights

- Completed stages one and two of **NDIS provider registration assessment** through QIP, with a recommendation for certification lodged with the NDIS Quality and Safeguards Commission.
- NDIS support coordinators developed and consolidated practices for **NDIS claims, plans and referrals**.
- **NDIS support coordination billable hour targets** were found to meet or exceed expectations.
- As a member of the Gove Peninsula Combined Aged and Disability Services network, we organised and participated in **Midawarr Day Out**, which featured fun activities, information sharing, food and dancing.
- Respite, aged and disability participants in Nhulunbuy, together with their support workers, spent a day at the **Garma Festival** connecting with community and culture.
- Staff attended the Nhulunbuy launch of the **NT Disability Inclusion Awards** hosted by National Disability Services (NDS).

84

people accessed personal supports



221

people supported to implement their NDIS plans



Nimesh and Abhishek provide NDIS support coordination from Alice Springs.

Josie stays with her horses

When Josie* created her NDIS individual support plan, her goal was to stay at home and live independently for as long as possible on acreage with horses on the outskirts of Katherine. Despite living remotely, our NDIS team in Katherine worked hard to support Josie to stay on her property.

Sadly, Josie's health deteriorated and the level of support she needed to do everyday things increased. Her care team were able to act quickly to increase her care.

"Josie was clear in her care plan she wanted to stay at home, and it's been great to make that happen for her," said Rosario Navaro, Aged Care and Disability Services Manager in Katherine.

These days Josie receives a range of tailored and flexible support services, including meal deliveries five days a week through Meals on Wheels, welfare checks and individual activity support four times a week. The team is confident that Josie has the resources she needs to maintain autonomy over her quality of life.

*name changed for confidentiality

NDIS individual support winds down in Darwin

Anglicare NT made the difficult decision to discontinue delivering individual support services in Darwin under the NDIS.

We explored alternative service delivery models, knowing the impact ceasing services would have on participants with whom our staff have built strong relationships over the years. Unfortunately, an internal review revealed a substantial and ongoing financial loss, making the service unsustainable.

Our staff collaborated closely with the National Disability Insurance Agency (NDIA), support coordinators, individuals, families and guardians to facilitate a smooth transition for existing participants to alternative service providers.

"We strongly encourage a thorough review of the current NDIS funding model that takes into consideration the operational realities of metropolitan service delivery and the substantial quality and value add that medium to large organisations offer but cannot sustain in the current environment," CEO Craig Kelly.



Midawarr Day Out in Nhulunbuy is an opportunity to connect, learn and have fun!

Culturally appropriate care makes a difference

Living with an acquired brain injury and other health issues, Jayden* moved to Darwin when his family could no longer meet his needs in their remote community where support services were limited.

Through his NDIS plan, Jayden accessed a support coordinator at Anglicare NT to help build his capacity and link him with services. Unfortunately, despite having essential support in place, his mental health began to decline.

With guidance from his support coordinator, Jayden found care providers who understood his cultural values, which was essential for supporting his emotional and spiritual wellbeing. He now accesses culturally appropriate services and participates in return to country trips every three months.

Jayden no longer experiences thoughts of self-harm and actively participates in a men's yarning circle where he can speak his language. Though he misses his family and homeland, he feels more secure knowing he can return home regularly and is receiving the right support.

*name changed for confidentiality

"The service I receive is the best and can't be better. Someone tells me if my service is not going to be here due to ill health. This doesn't happen very often."

"All the staff are great and they care about what I need."

Survey respondents

FINANCIAL INCLUSION

An increase in the cost of living, high interest rates, stagnant wages and Centrelink payments that don't cover essentials has created an environment where an unprecedented number of Territorians are in financial distress.

Our financial counsellors and capability workers provide free support to find financial solutions and support to reduce financial risk. We also provide no interest loans that help people on low incomes make essential purchases.

Through our work we often discover instances of discrimination, exploitation and unfair practices. Our counsellors advocate for systemic changes to improve outcomes for individuals and communities, collaborating with other agencies and peak bodies to raise concerns and share case-based evidence.

In the East Arnhem region, our Money Support Hub provides an essential service, combining financial advice, proactive support and advocacy.

Highlights

- Responded to a high number of calls by Territorians to the **National Debt Helpline** and assisted an increasing number of small business owners.
- In partnership with Hoops4Health, provided **financial literacy workshops** to people at the Darwin Correctional Centre.
- Continued to provide new **Aboriginal liaison officers** with financial literacy training, in partnership with NT Police.
- Continued to deliver **financial literacy modules** to our transitional accommodation residents.
- Responded to higher than usual demand for **emergency relief** food vouchers.
- Worked with media agencies to **reveal unconscionable and exploitative practices** by Telstra and businesses using Centrepay. This work contributed to ASIC banning clothing store Urban Rampage from using Centrepay.
- Contributed to Services Australia **Centrepay Reform Peak Advisory Reference Group**.
- Advocated in areas of **gambling and poker machine legislation**, buy now pay later schemes and payday loans.



2,576

sessions of emergency relief delivered



1,067

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



Vicki and Bronny help Territorians with their money worries.

- Expanded the reach of **No Interest Loans (NILs)** through monthly visits to Bagot, Belyuen, Batchelor and Wagait communities and started work to deliver NILs to people living more remotely.
- Met staff challenges in remote service delivery with creative solutions, including **rotational community visit schedules** by financial counsellors, augmented by phone and videoconferencing sessions.

"I thought I was going to lose my unit but after working with the financial counsellor at Anglicare NT I was able to budget a little better and could afford to pay my mortgage on my unit."

Survey respondent

Ruth able to pay bills after gambling break

Gambling can harm a person's finances, job, daily life, health and relationships. Our trained financial counsellors help people to understand the impact of their gambling, build workable budgets, manage debt, protect family assets, voluntarily exclude from venues and access therapeutic support.

Ruth* was referred through a multicultural organisation in Alice Springs to Tom Neville, a financial counsellor specialising in problem gambling. Recently separated, Ruth was learning how to manage her finances while also gambling heavily at a local venue.

After their first meeting, Ruth made the decision to self-exclude from poker machine areas at her usual gambling venue for three months. This allowed her to still visit the venue for meals or drinks with friends on special occasions, but she wasn't able to use the poker machines.

When Ruth returned for a follow up appointment two months later, she shared with Tom that she had lost her interest in gambling and felt the urge had 'left her body'. With a job, a new flatmate and no longer gambling, she was now able to cover her bills and mortgage.

*name changed for confidentiality

National Debt Helpline: free advice for money worries

Our financial counsellors answer calls to the National Debt Helpline from Territorians experiencing money worries or financial concerns.

In the past year, the number of calls has increased. Financial counsellors also noted that cases were more complex than previously, with callers experiencing multiple financial issues.

"We see rates and mortgages in arrears and various insurance policies and covers cancelled due to unaffordability. Overall, there is collective concern and worry in our community," financial counsellor Vicki Borzi.



Financial inclusion staff connect with sector leaders and financial regulators in Darwin.

Financial regulators and sector leaders connect

Financial counsellors and regulators who work to create a fairer, more inclusive society came together in March for the Darwin Financial Inclusion Forum. Hosted by Anglicare NT with the Australian Securities and Investments Commission (ASIC), it was a rare opportunity to gather, identify NT issues and workshop how we can achieve fairer business practices.

Guest speaker, ASIC Commissioner Alan Kirkland, spoke about the importance of government and community stakeholders working together on local issues.

This was the first forum of its kind in the NT and brought together NT Consumer Affairs, Reserve Bank of Australia, Australian Financial Complaints Authority, Australian Competition and Consumer Commission, Australian Financial Security Authority, Beyond Blue, Telecommunications Industry Ombudsman, Financial Counsellors Association SA & NT and the ATO with financial counsellors and consumer rights advocates.

"I recently separated from my partner and didn't have a job. Life was difficult and I did not know what to do as I had some debts and no income. I was so happy the financial counsellor could assist me."

Survey respondent

Stephanie supports people on low incomes to access no interest loans.



HOUSING AND HOMELESSNESS

Safe, affordable housing is fundamental for good outcomes in mental health, education, employment and overall community wellbeing. Across the Northern Territory, a housing shortage sits at the heart of many social issues and is a major barrier to closing the gap.

To support Territorians struggling to find or maintain a safe and appropriate place to live, we deliver a range of transitional accommodation, tenancy sustainability and homelessness supports. We also manage a community housing complex.

Following advocacy by Anglicare NT and sector leaders, this year's federal budget included a significant funding increase. We hope this investment will be used effectively and collaboratively with stakeholders and communities.

Highlights

- The annual **Anglicare Australia Rental Affordability Snapshot** showed Territorians on low incomes struggle to find a safe place to live. Of 577 private rentals advertised on a weekend in March, no properties were affordable for singles, single parents or couples with children living on the JobSeeker payment.
- A **Deadly Vision eye clinic** was held at Garaworra transitional accommodation complex, with Australia's first Aboriginal ophthalmologist also attending.
- We provided **mentoring and short group courses** to help people develop skills for sustaining a tenancy.



Housing and homelessness staff meet for training, planning and networking.

- Through a partnership with CAAPS, a **child and youth support worker was embedded at Garaworra** transitional accommodation to support families with school attendance and after-hours activities.
- Housing and homelessness staff gathered for **annual training** to review shared processes and identify ways to improve outcomes.
- Increased **supported accommodation capacity** for young people and families in Katherine with the addition of a four-bedroom house.
- Assessed for reaccreditation under the **National Regulatory System for Community Housing**, including community housing and specialist homelessness services.
- Contributed three articles to the first ever **NT edition of Parity magazine**, published by the Council to Homeless Persons.
- Staff continually updated skills in **trauma-informed practice**.



Megan, Lucille, James and Malissa prepare a barbecue at Garaworra transitional accommodation during a Deadly Vision eye clinic.

One family's journey from temporary to long-term housing

In 2022, a family of six made the move from Ngukurr to Darwin to be closer to health services. They found a welcoming home in our Garaworra transitional accommodation, which offered a stable environment while they waited for permanent, public housing.

During their time at Garaworra, the family accessed essential medical services and supports, and the children thrived with regular school attendance. The adults engaged in Anglicare NT's life skills workshops, focusing on building the skills necessary to maintain a tenancy.

This year, the family proudly transitioned into community housing managed by Mission Australia, marking a significant step toward independent living and a brighter future for themselves and the next generation.



People in Katherine can access free-standing swags when no other options for shelter are available.

Everyone wants a safe and comfortable place to sleep

Katherine has a homelessness rate of 33 times the national average, which means many people are sleeping rough with little or no shelter options.

With no immediate sustainable solutions to tackle the root problem, Anglicare NT staff consulted with people experiencing homelessness in Katherine and devised a quick fix to directly and immediately support them to feel safe and protected.

Anglicare NT provide protected waterproof free-standing swag tents, along with swag kits that have a frying pan, water bottle, cup bowl plate combo and billy can for people to use at their camp sites.

"When people have spent a lot of time homeless, they need support to set up their new lives and stay on track. The right support at the right time is vital for people to break the cycle of homelessness," Donna Warland, Regional Manager Katherine.

Sharing breakfast to develop life and tenancy skills

On the Gove Peninsula, our Tuesday morning breakfast club provides a welcoming environment, friendly faces, a hot meal and laundry service for up to 25 participants each week. This small scale place-based initiative focuses on individuals and families experiencing homelessness who sleep rough on local beaches or stay around the Nhulunbuy township area.

Breakfast club embodies a practical trauma informed response; it provides connection, a place of respite and safety and supports links to health, mental health, aged care, financial counselling and government services. People get to know each other, share their story and culture, and have improved access to services.

The Housing Options Pathway Program also offers tenancy support to families and individuals who are experiencing issues that put their tenancies at risk. Through short to medium term, flexible case management and practical support tailored to agreed case plans, program staff work with families to avoid eviction.

"There are families learning about tenancy for the first time. We work with people so they can pass rental inspections and protect their tenancy in the short term and in the long term." Gabby Kennedy, Coordinator



307

people assisted with supported accommodation



992

people experiencing homelessness were assisted

PRE AND POST RELEASE SUPPORT

Our services support people in correctional centres and assists their transition back into the community while on parole. Evidence clearly shows supporting people in the justice system helps to break the cycle of reoffending. This highlights the need for increased investment in these services, early intervention and alternatives to the justice system.

In Alice Springs and Darwin, the OutCARE program supports men on parole with reintegration into the community. OutCARE provides temporary accommodation, help with employment and training and support to adhere to parole conditions.

Under the NT Council of Churches, we manage the Coordinating Chaplain program, organising volunteers from faith groups to provide pastoral care and resources for people in prison and staff.

Highlights

- Coordinated the delivery of **Christmas packs** to people in Darwin and Alice Springs correctional centres.
- Our Alice Springs Communities for Children initiative worked with the Aboriginal Literacy Foundation to place **children's books** in prison waiting areas.
- OutCARE staff attended the **Reintegration Puzzle Conference**, which focused on people impacted by incarceration and community reintegration after prison.
- Advocated against lowering the **age of criminal responsibility** from 12 to 10 years.
- Contributed to **justice reinvestment advisory groups** in Katherine and Alice Springs.



Darwin OutCARE Coordinator Joseph with Prison Chaplain Jo.

Pastoral care for people in prison

Prison Chaplain Jo Vandersee offers pastoral care at the Darwin Correctional Centre. Alongside Bible studies and prayer opportunities Jo coordinates paid and volunteer visitors from various religious traditions to provide prisoners with spiritual support, materials and services.

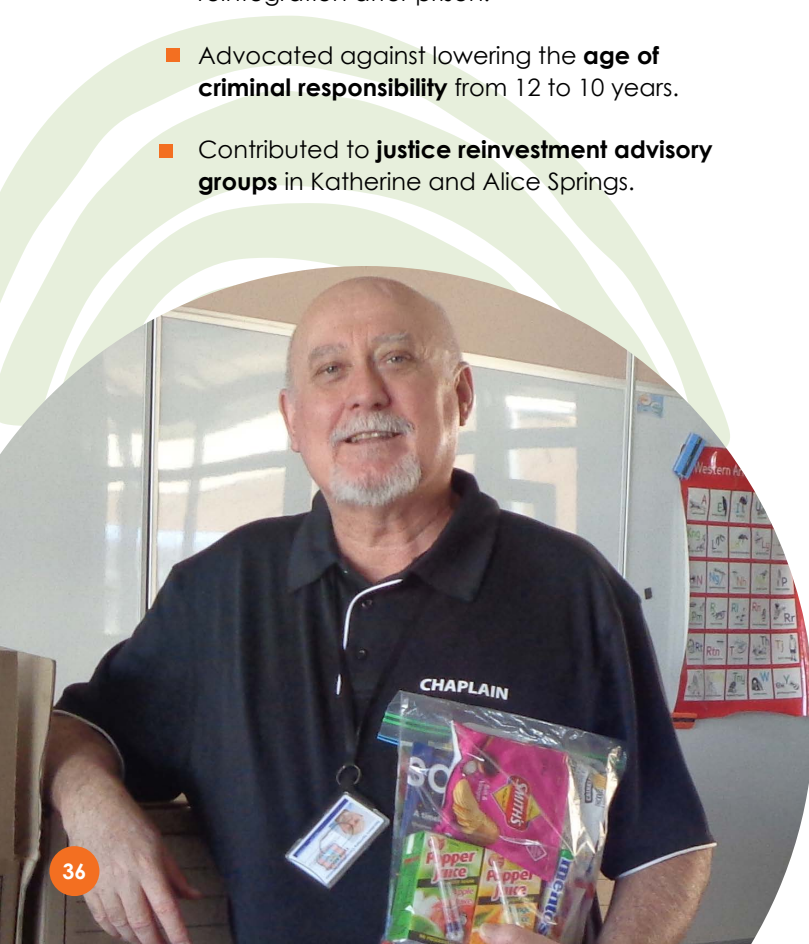
"I'm amazed in the interest from prisoners to meet with a chaplain, go to religious services, have someone to listen to their concerns and to support them in personal growth and change.

Being able to remind people they are valuable, and that there is hope for the future is a joy for me. Being able to say a kind word to the prison staff now and then, as they have a very difficult job, is also a part of my care for all."

"Being a chaplain is providing pastoral care - human care and kindness - to all who I come across. Prisoners are firstly human beings who are worthy of dignity, care and opportunities to change and grow. It seems like a very small gesture to listen and be a caring presence, yet this is foundational for anyone who is in difficulty."

Jo Vandersee, Prison Chaplain

Prison Chaplain Rev Steven Threadgill helped coordinate the delivery of over 600 Christmas packs to the Alice Springs Correctional Centre.



Post-release support makes a difference

The OutCARE program in Alice Springs and Darwin helps men exiting prison get back on their feet and reconnect with the community. It offers a place to live when first released, assistance to find a job or get into training, support with setting up a new life and encouragement to stick to parole conditions.

Jason Lord, Case Manager with OutCARE, said success for him was people not going back to jail. "We have guys that could be on parole for nine months, and we work with them to go back to their community or where they are from, back to families and back to a good life. Back to living, back to working, back to doing what is expected of them.

It's straightforward. It's blokes looking after blokes. We're trying to give back to blokes what we all live for; somewhere to live, relationships with family, going to work each day or having a decent car to drive. We all want the same things at the end of the day."

"The hardest thing for everyone in corrections is finding someone outside the system to trust us. I have a face full of tattoos and people cross to the other side of the path when I walk past. Anglicare helped me out and took a lot of the weight off my shoulders, especially with accommodation."

OutCARE participant



Adam Holme manages the OutCARE program in Alice Springs.



380

people in correctional centres supported with pastoral care sessions



53

men supported through the OutCARE program with accommodation and case management

Support after prison sets Peter on new path

Peter* entered the OutCARE program after his release from prison. The program provided him with stable accommodation and essential support to find a job.

OutCARE staff worked with him to develop skills to maintain a tenancy and access psychological services to address childhood trauma.

OutCARE connected Peter with the Anglicare NT financial inclusion team, who assisted him to obtain a No Interest Loan to buy a car to get to work.

As Peter settled into a routine, OutCARE supported his application for a rental property and assisted him to find white goods and furniture. Peter successfully completed his parole with OutCARE and is now working and living in his own rental.

*Name changed for confidentiality

SUICIDE PREVENTION AND WELLBEING

For over 20 years, Anglicare NT has played a central role in training Territorians to respond effectively to the risk of suicide. By developing the right skills and conversation techniques, people can have meaningful conversations about suicide with loved ones, friends, colleagues and even strangers.

Across the Top End, we provide a two-day LivingWorks Applied Suicide Intervention Skills Training (ASIST) and half-day safeTALK courses. ASIST teaches participants to identify suicide risk, connect with those in need and enhance their immediate safety. People trained in safeTALK can recognise suicidal thoughts and connect people with vital resources for intervention.

We actively build and strengthen partnerships with organisations, Elders and communities to ensure timely and culturally safe delivery of suicide prevention training. This year, we also began mapping eating disorder services to support the overall wellbeing of Territorians.

Highlights

- A total of **48 suicide intervention workshops** were delivered to 593 people.
- Commenced delivery of the **new I-ASIST Indigenous Suicide Intervention Skills** with workshops delivered in Milingimbi, Kalkaringi, Nauiyu, Pine Creek and Timber Creek.
- Continued to maintain a strong pool of **skilled trainers**, with eight ASIST and five safeTALK trainers operating during the reporting period.
- Six safeTALK sessions were delivered at **CAAPS Aboriginal Corporation** as part of an ongoing agreement.
- Presented **safeTALK at Banyan House**, which offers treatment for people recovering from alcohol and drug addiction.
- Became a member of **Suicide Prevention Australia's** newly formed Northern Territory committee.
- Participated in **forums and professional development activities** including World Suicide Prevention Day NT Forum, Indigenous Suicide Prevention Forum, Suicide Prevention Australia Conference and AMSANT Suicide Story training.

"Great information, great trainers with experience, felt non-judgemental. I feel more confident in handling a suicide intervention."

Survey respondent



Tricia Maling in Alice Springs to deliver an I-ASIST Indigenous suicide intervention skills training with Livingworks.



593

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



95%

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

Building workforce capacity for people with eating disorders

A pilot project supported by the National Eating Disorders Collaboration is developing an eating disorder coordinator model through the Right Care Right Place eating disorder care in my community project.

A project coordinator at Anglicare NT has been working to map local systems of care, workforce development and capacity building initiatives and stakeholder engagement across the Northern Territory. Once mapping is completed, the eating disorder coordinator role will be integrated into our local healthcare context, with a service navigation component to support primary health professionals.

OUR STAFF

We are proud to foster a culturally safe, inclusive and flexible workplace where staff are supported to reach their full potential. Our 2024 staff survey results illustrate that staff find their work meaningful (98% of staff), purposeful (96%) and something they are proud of (95%).

Our staff are committed to and guided by our values of hope, kindness, respect, fairness and integrity. We embrace diversity and inclusion in the workplace and continuously look at ways to extend our efforts in recruiting, developing and retaining Aboriginal and Torres Strait Islander staff.

Highlights

- Amplified efforts to ensure **recruitment processes are culturally inclusive** to support employment of Aboriginal and Torres Strait Islander peoples.
- A new position established to **consolidate training materials and deliver targeted training** across the NT.
- Continued to provide **staff learning and development opportunities** including locally based cultural training, inclusive practice, strengths-based approaches and specialist training.
- **Free and confidential support** available through a nominated Employee Assistance Program. Staff chaplains are also available to provide pastoral care to staff.
- Inaugural **Aboriginal and Torres Strait Islander staff recall** provided an opportunity to strengthen relationships across regions and program areas, share insights and provide feedback on matters that impact Aboriginal and Torres Strait Islander people in community and our organisation.
- New **traineeship positions** established to support Aboriginal and Torres Strait Islander employment.
- Assisted partner organisations with **recruitment support** including ARDS Aboriginal Corporation, Lhere Artepe Aboriginal Corporation, CAAPS Aboriginal Corporation and BRADAAG.
- Partnered with ARDS Aboriginal Corporation in their development of a series of short animations that explain **key work concepts in a Yolŋu language** and in plain English.

Staff by location and employment type

Location	Full time	Part time	Casual	Total
Alice Springs	28	10	9	47
Darwin	120	86	44	250
Katherine	21	8	12	41
East Arnhem	20	4	2	26
Remote	1	0	15	16
Total	190	108	82	380

Equal employment opportunity

	June 2024	% of total staff
Female	291	76%
Male	89	24%
Aboriginal & Torres Strait Islander	59	16%

Staff celebrate ABC Gives, with over \$27,000 raised for our services.



OUR STAFF

Recognition of service

Staff are our greatest asset, and we recognise their commitment and drive to make a difference in the lives of Territorians. We thank the following staff for contributing ten years or more of dedicated service.

Adam Holme
 Alisdair Kennedy
 Bill Matchett
 Brenda Murrungun
 Bronwyn Phillips
 Chloe Yiannitaros
 David Hayes
 Dolores Taufu
 Elizabeth Magabo
 Ellen Sercombe
 Gavin Coehn
 Gracibelle Woods
 Heather Dingle

Julie Rothall
 Mardi Tschirpig
 Michelle Parker
 Mythily Krishnan
 Paul Rodin
 Ruth Amerasekera
 Sandra McCauley
 Stephanie Bradley
 Suyog Shrestha
 Tanya Kelly
 Thomas Neville
 Tricia Maling



Clare Bizley and Fiona Dhawunymurruwuy work with families and their children to build a love of learning.

Employee survey 2024

Eighty-two per cent of staff who completed the Best Practice Australia employee survey from March to May 2024 said Anglicare NT is a 'truly great place to work'.

With a 71% response rate, Anglicare NT compares well to other organisations in our sector, including in retention, workplace culture, our values and attitudes about the future.

The rich data collected will guide our management team to make the organisation an even greater place to work. Areas of improvement include communication, meeting employee expectations and support for clients and staff.

- 98% said **'the work I do is meaningful'**
- 96% said **'the work I do is purposeful'**
- 96% said 'my workplace is **free from gender/sex-based discrimination**'
- 96% said 'in my organisation, women are provided with **equal opportunity** to work in management positions'
- 95% said 'my immediate supervisor/manager genuinely **supports equality between genders**'
- 95% said 'the work I do is **something I am proud of**'
- 92% said 'the people I work with **put into practice the value kindness**'

"I feel a strong sense of support throughout Anglicare NT as a whole and within my team everyone is so positive and encouraging. I hope I never have to work anywhere else!"

Survey respondent



Julie celebrates 20 years of dedicated service with Anglicare NT.

Julie Rothall celebrates 20 years of service

Since joining Anglicare NT in 2003, Julie has played a vital role in supporting our programs and initiatives across the Territory. After years of dedicated service to our regional sites, Julie embraced a new challenge in September as Acting Director of Regional Development.

Julie has been instrumental in the delivery and leadership of many services including out-of-home care, youth and family services, service development and training, counselling and mediation, refugee support, financial inclusion and NDIS support coordination. This diverse portfolio speaks to Julie's flexibility, adaptability and commitment. We thank Julie for her significant contributions to the NT community through her work, embodying the true spirit of service and dedication.

"After 20 years with Anglicare NT, my profession has truly become a vocation. I've had countless opportunities for both professional and personal growth. I thank Anglicare NT for allowing me to have such a fulfilling, enjoyable and diverse career with a great organisation," Julie Rothall.

OUR VOLUNTEERS

It is a sad fact that in the 21st century, many older people are lonely. Something as simple as a regular visitor can enhance quality of life and reduce feelings of isolation.

Volunteers with the Aged Care Volunteer Visitors Scheme (ACVVS) provide connection and companionship to older people and help them feel included in their community.

Anglicare NT coordinates volunteer visitors across the Northern Territory, including in Darwin, Palmerston, Nhulunbuy, Katherine, Tennant Creek and Alice Springs. We try to pair people with similar interests or hobbies to enable deep friendships that can last for years and enrich the lives of both the older person and the volunteer.

Volunteers also assist the Prison Chaplaincy program at correctional facilities in Darwin and Alice Springs, offering services, materials and pastoral support.



Donna Warland, Leisa Conn, Veronica Wilson and Christine Butler celebrate National Volunteer Week in Katherine.

Veronica celebrates 10 years of volunteering

Veronica Wilson celebrated 10 years of volunteer visiting in Katherine in 2024.

"I have been visiting my older resident for over 10 years. During this time we have created a truly wonderful friendship and shared the highs and lows of our lives. Volunteering has been very rewarding and I would recommend anyone looking for something to do or with spare time to consider it.

I love the friendship and being there to listen to their life stories and experiences and just helping with errands and things in general."

"My motivation is to give back. The thought of someone sitting in a room looking at four walls with no person-to-person contact is heartbreaking, so anything to make someone's life more bearable and less isolated."

Mandy regularly shares time with Sue through the Aged Care Volunteer Visitors Scheme.

122

volunteers with Aged Care Volunteer Visitors Scheme and prison chaplaincy



1,348

volunteer hours visiting older people



FINANCIALS

Income over the financial year increased by 5% to \$46.44 million, with the organisation ending the year with a deficit of \$0.80 million (-1.7% of turnover).

The key factors leading to the deficit for 2023-24:

1. The board approved a deficit budget for 2023-24 of \$0.68m, with the aim to invest in Anglicare NT's organisational capacity.
2. Anglicare NT discontinued providing NDIS individual support services in Darwin at the end of 2023-24 following a thorough internal review. The program incurred a deficit of \$0.38m for the year.
3. Offsetting these deficits, the fair value of Anglicare NT's financial assets continued to improve, growing \$0.31 million in 2023-24.

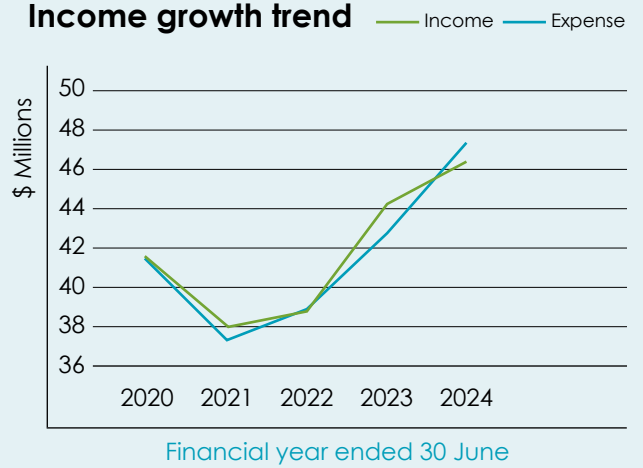
Cash levels remain high and ensure the organisation can always pay its bills when due.

External auditors, Moore Australia, have undertaken a thorough analysis of our finances and related control systems and provided a 'clean' audit of the organisation.

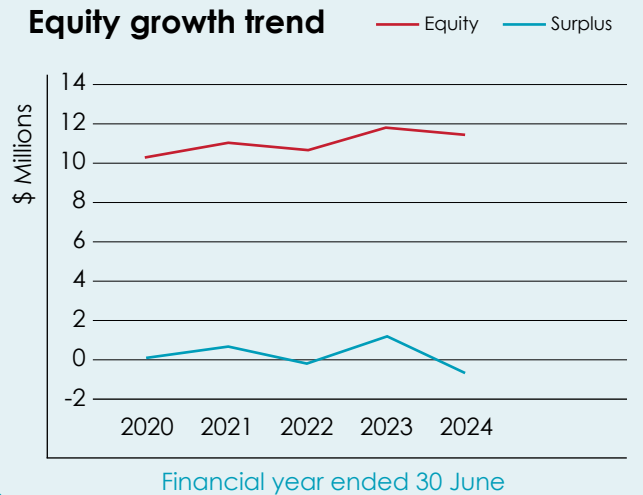
Grant funding sources 2023-24

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 from \$33.3 million in 2022-23 to \$34.5 million in 2023-24 alongside growth in fee-for-service and independent income from \$11.1 million in 2022-23 to \$11.9 million in 2023-24.

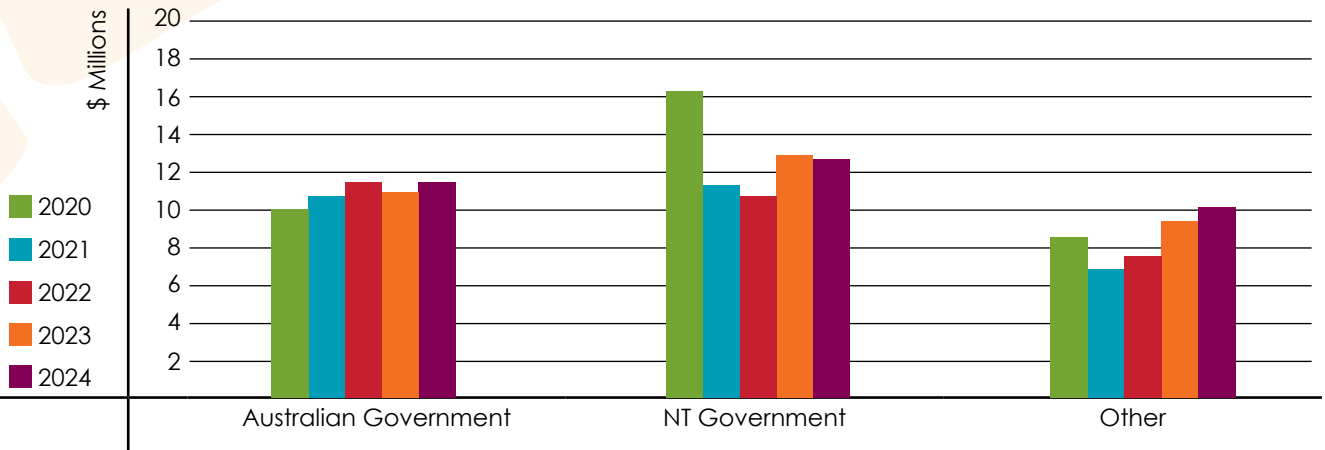
Income growth trend



Equity growth trend



Grant funding sources



Anglicare NT statement of profit and loss and other comprehensive income for the year ended 30 June 2024

	2024 \$'000	2023 \$'000
REVENUE		
Grant revenue	34,460	33,278
Other revenue	10,235	9,316
Other income	1,741	1,356
TOTAL REVENUE	46,436	43,950
EXPENSES		
Employee expenses	32,305	29,535
Client support services	3,698	3,058
Administration	2,948	2,612
Property	2,286	1,654
Motor vehicles	1,113	1,045
Information communication technology	1,623	1,155
Travel	841	666
Depreciation of right-of-use assets	1,711	2,452
Depreciation of property, plant & equipment	707	737
TOTAL EXPENSES	47,232	42,914
NET SURPLUS	(796)	1,036
Fair value remeasurement gains/(losses) on financial assets	-	244
TOTAL COMPREHENSIVE (LOSS)/INCOME FOR THE YEAR	(796)	1,280

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 2024

	2024 \$'000	2023 \$'000
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	5,799	7,332
Trade and other receivables	1,136	612
Other current assets	1,003	1,256
TOTAL CURRENT ASSETS	7,938	9,200
NON-CURRENT ASSETS		
Financial assets	7,241	6,384
Property, plant and equipment	3,998	4,334
Right-of-use assets	3,468	3,932
TOTAL NON-CURRENT ASSETS	14,707	14,650
TOTAL ASSETS	22,645	23,850
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,555	1,464
Contract liabilities	2,241	2,426
Employee benefits	2,784	2,599
Lease commitments	1,612	1,473
TOTAL CURRENT LIABILITIES	8,192	7,962
NON-CURRENT LIABILITIES		
Trade and other payables	166	165
Employee entitlements	1,222	1,297
Lease commitments	1,918	2,483
TOTAL NON-CURRENT LIABILITIES	3,306	3,945
TOTAL LIABILITIES	11,498	11,907
NET ASSETS	11,147	11,943
EQUITY		
Retained surplus	11,227	12,331
Reserves	(80)	(388)
TOTAL EQUITY	11,147	11,943

Independent Audit 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 2024, 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 statements, including material accounting policy information, and the directors declaration.

In our opinion, the financial report of the Company 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 2024 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Simplified Disclosures, the *Corporations Regulations 2001* and the *Australian Charities and Not for profits Commission Regulation 2022*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Corporations Act 2001*, the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (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 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 comprises the information included in the Directors Report for the year ended 30 June 2024, 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, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.



Responsibilities of Directors for the Financial Report

The directors of the Company are responsible for the preparation of:

- a) the financial report that gives a true and fair view in accordance with Australian Accounting Standards, the *Corporations Act 2001*, and the *Australian Charities and Not for profits Commission Act 2012*; and
- b) 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 ability of the Company 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 Group 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 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 the 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 at: https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

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Robyn Speed
Director – Audit and Assurance
Moore Australia Audit (SA/NT)
Brisbane
25 October 2024

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Moore Australia Audit (SA/NT)
Chartered Accountants

SUPPORTERS

We thank our generous donors and dedicated partners who support our events, services and initiatives. Together we continue to drive positive change and provide services to Territorians in need. Your contributions truly make a difference!

Parishes and chaplaincy

As an organisation founded by the Anglican Diocese, local Anglican parishes remain important partners in our work. During October each year, our staff visit parishes for Anglicare Sunday to celebrate our partnership, share stories and connect with community.

Our staff chaplains provide emotional and spiritual support throughout the organisation and are an important link between Anglicare NT and parishes, facilitating clergy breakfasts and coordinating Anglicare Sunday.

Individual and community giving

ABC Gives chose Anglicare NT for their Northern Territory fundraising campaign in November 2023. Our staff and participants featured in over 30 interviews aired on ABC Radio Darwin and Alice Springs, raising valuable community awareness about the work we do. Generous supporters donated over \$27,000 towards our services – including a \$5,000 donation from **Charles Darwin University**.

Individuals and businesses took part in the **Push-Up Challenge**, pushing for better mental health and raising funds for our headspace services.

We are grateful for all donations, small and large. Some contribute regularly while others raise money through events. We appreciate the generous gift from the **Australian Society of Medical Imaging and Radiation Therapy** conference presenters. Another supporter requested their workplace farewell gift be a donation to Anglicare NT.



First Nations Broadcasting report live from the Couch Surfing event.

Businesses

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

Over 75% of the food served at the breakfast club in Nhulunbuy is donated by **Woolworths**, providing a meal for up to 25 people each week. Furniture donated by the **Hilton Hotel** is highly valued by residents in our Darwin transitional accommodation.

Area9 continue their long-term monthly pledge to the Moving On After Care and Brokerage Service.

Funding bodies and foundations

Funding from Northern Territory and Australian Government departments, and support from organisations and philanthropic foundations help Anglicare NT provide valuable services and targeted advocacy.

We are grateful to the **B B & A Miller Foundation** for their generous contribution of \$100,000 to our Partnership Support Service.



Gabby collects donated food from Woolworths in Nhulunbuy for Tuesday breakfast club.

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
Gorj-Däl Aboriginal Corporation
Good Shepherd Microfinance
headspace National Youth Mental Health Foundation
INPEX-led Ichthys Joint Venture
Julalikari Council Aboriginal Corporation
Lhere Artepe Aboriginal Corporation
National Disability Insurance Agency (NDIA)
Northern Territory Primary Health Network (NT PHN)
Numburindi Development Aboriginal Corporation
Yugul Mangi Development Aboriginal Corporation
YWCA Australia

Memberships and registrations

Aged & Community Care Providers Association Ltd. (ACCPA)
Anglicare Australia
Australian Association of Social Workers
Australian Psychological Society
CPA Australia
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



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 **AnglicareNT**