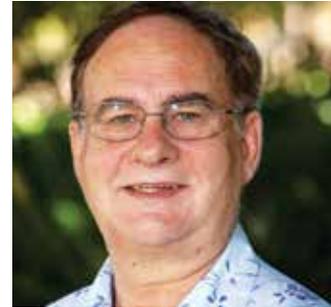


**DEDICATED TO SUPPORTING
CARERS IN THE
NORTHERN TERRITORY**

MESSAGE FROM THE PRESIDENT

Carers NT continues to provide a range of important services and information to carers across the Northern Territory. The last year has been a very good year for the Association. We have seen the numbers of carers that we provide services for increase, and we have also introduced some new approaches and programs. Despite the uncertainty of times around new initiatives such as the NDIS and other changes to government funding, we have had a very successful year financially returning a modest surplus.



We have introduced a new legal model for our operation as an association, and in the near future Carers NT registration as a Company Limited by Guarantee will be finalised. This will give us more opportunity in terms of our activities both within the Northern Territory and elsewhere. We have continued to strengthen our relationship with other carers associations across Australia, including Carers Australia. Peter Langkamp, the President of Carers Australia, visited us earlier this year and we had a great opportunity to talk about further strengthening of the Carers Network.

We continue our work with the Northern Territory Government to find further opportunities where we could better support carers.

We have developed a strategic plan this year which provides a basis for our operations going forward, particularly around our development of new programs, and expansion of our services across the community. Also, as part of our strategic plan we have a clear focus on the financial development and sustainability of the Association. The financial management is ably overseen by Steve Vitone as CEO and Steve Balch as Treasurer.

We have a very strong, stable and committed Board, whom I am indebted to. Board members give up their time to serve the association and their dedication and support is necessary for our ongoing activity.

One of the things that we have been trying to initiate this year is to increase the participation by members of the association in our activities. It was great to see the increased numbers of interested members attending some of our Special Board meetings that we had this year, and would like to continue to extend an invitation for members of our community to take a more active role and involvement in the Association.

Finally, I want to thank CEO Steve Vitone for his able leadership and management over the last 12 months, and to the Staff and Volunteers of Carers NT who provide tireless commitment to their work in support of carers across the Northern Territory. I acknowledge as well, the hundreds of thousands of hours of unpaid work that carers across the Northern Territory provide for people that they care for. You are the unsung heroes and the people that we want to support and serve as best we can.

I look forward to another productive and interesting year.

A handwritten signature in black ink that reads "Greg Shaw". The signature is written in a cursive, flowing style.

Greg Shaw
President

LETTER FROM THE CEO

Welcome to the 2016 – 2017 Annual Report.

You will notice a change in style, content and branding from previous years – all of which overtly demonstrate how much change we have been undertaking through genuine consultation with our carers and other stakeholders. I would like to thank everyone who has contributed, as it is critical that we continue to listen to our members and drive the business forward positively.

As the National Disability Insurance Scheme (NDIS) rolls out in the Northern Territory, Carers NT is committed to supporting carers through the change in the sector and is hopeful individuals with disabilities and their carers will be truly better off.

It is my hope that with the support of the sector we will see our impact strengthen, continue to drive development, grow and transform digitally so that we may support carers more effectively and efficiently.

Looking forward, we are excited with the opportunities presented by the changing landscape and believe that Carers NT is well positioned to respond in a timely manner to both obstacles and opportunities as they arise.

I would like to acknowledge and thank all volunteers, staff and Board members for their continued support and commitment, and I look forward to another challenging, but rewarding, year ahead.

Steve Vitone
Chief Executive Officer



TREASURER'S REPORT

The Carers NT financial performance, in the 2016/17 financial year, has again been very good. Whilst our Government grants have seen a slight decrease, down from \$4.37M the previous year, to \$4.07M in the current year, in March of this year our CEO announced that Carers NT was successful in securing additional funding under the CHSP Growth Funding round. Our application was for funding to the amount of \$938,219 for services to be delivered into Katherine, Darwin and the East Arnhem areas with a focus on People from Aboriginal and Torres Strait Islander Communities and remote and rural communities. This significant increase in funds for the Katherine area will also increase our service delivery in that area.

Over this financial year, our organisation was again able to manage its overall operating costs and reduce them from \$4.56M in 2015/16 to \$4.35M in the current year. Management has continued its prudent stewardship of the organisation's finances, particularly in the face of governments, both Federal and Territory, signaling that tougher times are ahead.

The migration of the organisation's accounts to the cloud based Xero accounting package has continued to deliver efficiency dividends as well as improved reporting and access.

I commend the 2016/17 Annual Financial Statements, declaring a surplus for the year of \$111,144 to the meeting.

Stephen Balch FCPA
Treasurer



INCLUSION

FLEXIBLE RESPITE

Carers NT provides unique, flexible and culturally appropriate support options for Indigenous Australians who are frail aged and living in the Top End of the Northern Territory. We have been providing these services since 1999 and work in an area of just over 400,000sq kms. During the year Carers NT held six Flexible Respite camps in the Peppimenarti, Kalkarindji, Ngukurr, Naiyu, Mataranka and Beswick communities. The wellbeing Troopy program was delivered in the Timber Creek, Beswick, Kalkarindji, Maningrida, Yarralin, Numbulwar, Ngukurr and Naiyu communities.

CONSUMER DIRECTED RESPITE CARE

Carers NT delivered 10 Consumer Directed Respite care packages for carers in 2016-2017. These packages provided carers with greater flexibility and the opportunity to choose the types of respite services they would like to access.

RESPITE

Carers NT increased residential respite beds to nine beds across the Top End in four residential facilities and utilised extra capacity when demand and availability of beds allowed. Carers NT are strong advocates for residential respite services.

VOLUNTEER SOCIAL SUPPORT SERVICES (VSSS)

The VSSS aims to reconnect socially isolated people living with a disability with their community. This is achieved through social volunteer friendship and support. During the year, 25 VSSS events were held, including social events, arts, craft and computer classes.

Carers NT are grateful for support provided by individuals who regularly assist in meeting the daily operations of the business. During the year, 15 new volunteers joined us and a total of 1862 hours of support was provided during the year.



MENTAL HEALTH PROGRAM

This program continues to provide respite to mental health carers and has further developed to include mental health education and peer support. The education and peer support programs were attended by carers of people with disability or chronic illness and those who are frail aged who have been seeking additional information and support relating to their own mental illness or that of the person they care for.

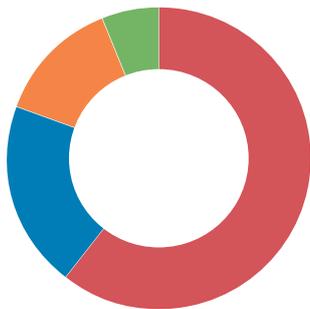
MUSIC THERAPY

The Music Therapy program at Carers NT provides support to care recipients with a disability, and their carers.

Each program is individualised and the music therapist works closely with those involved to determine the direction and specific goals of the therapy. The program involves individual, group, or family sessions, as appropriate to meet the needs of each family.

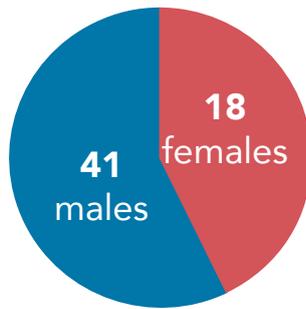
IN 2016 – 2017:
59 CLIENTS PARTICIPATED IN THE MUSIC THERAPY PROGRAM.

AGE OF PARTICIPANTS

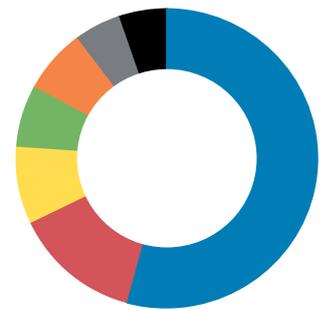


- 13 under 5 years
- 30 – 5 to 9 years
- 10 – 10 to 14 years
- 6 – 15 to 19 years

GENDER



NATURE OF DISABILITY



- 32 Diagnosed with Autism Spectrum Disorder
- 8 Cerebral Palsy
- 5 Physical disability
- 4 Mental Health Issues
- 4 ADHD or Asperger's
- 3 Down Syndrome
- 3 Developmental Delay



EMPOWERING CARERS

COUNSELLING

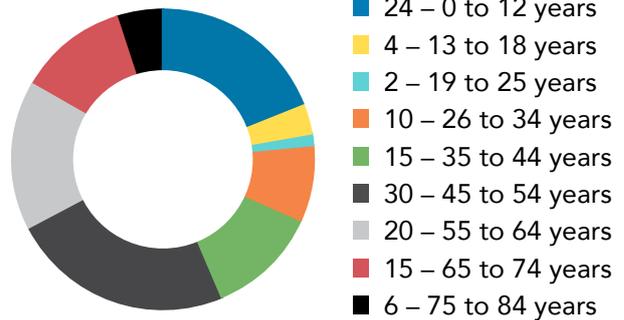
Having someone to talk to assists carers to develop strategies for managing their caring role. Carers can access counselling and emotional support via telephone and face to face.

IN 2016 – 2017:
613 COUNSELLING SESSIONS
WERE PROVIDED TO 126 CARERS

PROVISION OF COUNSELLING SERVICES



AGE OF CARERS



YOUNG CARERS

In 2016-2017 the Young Carer Program (YCP) delivered nine school holiday activity days for five to twelve year old young carers. Highlights include drama and craft workshops, bush tucker days and a Christmas party. YCP also supported young carers with flexible respite options, costs associated with school equipment, after school activities, school excursions and tutoring.

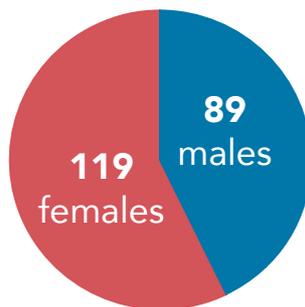
Carers NT young carers outreach activities included stalls at six school health expos, participation in school assembly during Carers Week and a number of community events. Young carer John Naing represented Northern Territory Young Carers at Parliament House in Canberra as part of the Australian National Young Carers Action Team forum in June.

AGE OF PARTICIPANTS

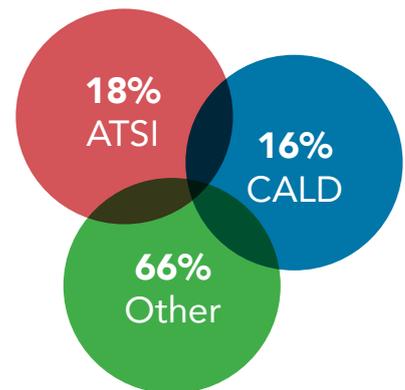


- 32 – 0 to 12 years
- 122 – 13 to 18 years
- 54 – 19 to 25 years

GENDER



CULTURAL IDENTIFICATION



YOUNG CARERS PEER SUPPORT GROUP

In 2016 - 2017 the YCP began a fortnightly peer support group open to young carers in Darwin aged 13 – 25, building on a trial group for young carers of people with mental health issues. The group began in October 2016 and continues to date. Highlights included graffiti workshops, and cooking sessions. The group's dual aims of respite and increasing social connection mean some sessions are pure fun, while others enable young carers to open up about their experiences and find support and understanding between each other.



PEER SUPPORT GROUPS

An identified need for Peer Support Groups has led to the establishment of three different groups throughout the year:

- A weekly lunchtime group, regularly attended by eight carers.
- Wednesday morning Grow group, run in collaboration with Grow NT.
- Bi-monthly Carer Only GROW group, held on a Tuesday evening.

The Weekly Lunch Peer Support group continued to grow during the year and is now attended regularly by eight carers. Responding to the perceived demand for further peer support, two additional Peer Support Meetings have been created. The Grow Wednesday Morning Peer Support Group is a collaboration with Grow NT to offer a bi-monthly Carer Only Grow Group. This meeting began in March 2017 and has seen eight or more carers attend, now stabilizing with three regular attendees. The Tuesday Evening Peer Support Group is a bi-monthly group that meets for a meal on a Tuesday evening to accommodate carers who work and are unable to attend meetings during the day. This meeting was also created in March and now has three regular attendees.

MENTAL HEALTH FIRST AID TRAINING

Carers NT provides resources and skills to Carers to help sustain their caring role. Topics include Mental Health First Aid which enables carers to recognise the signs of an impending mental health issue or crisis and provides tools to assist in suicide prevention.

In 2016-2017:

- 93 carers participated in the various Mental Health Training and Education programs.
- The standard and youth programs of Mental Health First Aid training were provided on eight separate occasions.
- Four Youth Mental Health half-day sessions, and
- Two Suicide Prevention Workshops were held.

PART OF THE COMMUNITY

FUN ON THE GREEN

Our Annual Charity Golf Day teed off in August this year successfully raising funds and sharing support for carers in the NT. 18 teams participated in the nine hole Ambrose, thanks to our sponsors and supporters including: Able Finance, TIO, Darwin RSL Club, Darwin Port Landbridge Group, Bendigo Bank Nightcliff and A.J Gallagher insurance.

CARERS WEEK – I CARE

Carers Week 2016 proved to be an excellent platform from which to increase public awareness and engagement in the Northern Territory. More than 1,584 people participated in over 19 events hosted by Carers NT and other service providers, across Darwin, Katherine, Alice Springs and remote communities. These events provided an opportunity to share the carer's message and build understanding of the issues carers face and the support available to them. The high level of participation from MLAs, Government Departments, Schools and the broader community in supporting these events is testament to the valuable role carers play in our society.

2016 CHARITY
GOLF DAY
AND
2016 NATIONAL
CARERS WEEK
ACTIVITIES





**2016
YOUTH WEEK
WITH THE
ANNUAL
COUCH SURFING
COMPETITION**

YOUTH WEEK

Young carers had cause to celebrate during 2016 Youth Week with the annual Couch Surfing competition and three of our young carers being recognised in the NT Young Achiever Awards. 24 year old Kyaw Naing John Yusuf was awarded the Young Carers Award for caring for his mother who suffers from mental illness, whilst 15 year old Eloy Mason and 25 year old Siwa Boonmanee were finalists in the category for the significant role they each play in making our community a much more caring place.

RECOGNISING THE SKILLS OF OUR CARERS

17 Northern Territory carers were able to mark National Carers Week at a very special event this year as the first Territory graduates in the Certificate III in Individual Support. The Certificate course is the first of its kind in Australia to be delivered in Darwin, the program has been developed to assist carers to gain a qualification that will prepare them to gain employment or to advance them in their current employment and uses both recognition and a gap fill training methodology.

ACTIVE ONLINE

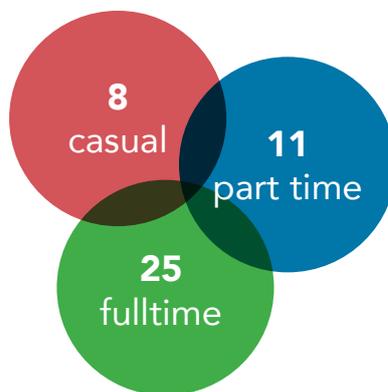
2016 saw the development of a new Carers NT website and active participation in social media. Recognising the importance of being able to easily share our news, advice and events with our members and the broader community, we are increasing our online presence. We have seen a marked growth in our Facebook Pages with a 37% increase in followers for the Carers NT page and a 24% increase for Young Carers.

ABOUT US

Carers NT is a not-for-profit community based organisation and registered charity dedicated to improving the lives of family carers living in the Northern Territory.

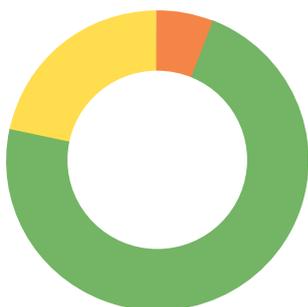
Operating from offices in Darwin, Katherine and Alice Springs, and expanding into Ramingining in 2017- 2018, Carers NT provides a variety of services to carers such as respite, education and training, counseling, music therapy, advocacy and emotional support.

DURING 2016 - 2017 WE EMPLOYED A TOTAL OF 44 STAFF ORIGINATING FROM 13 DIFFERENT COUNTRIES.



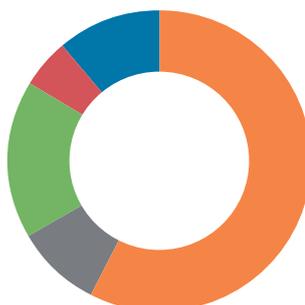
2016 - 2017 NEW REGISTERED CARERS

AGE OF PARTICIPANTS



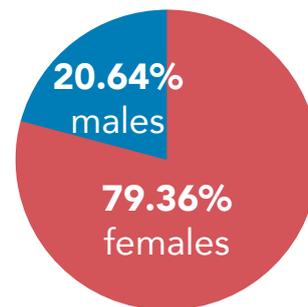
- 5.97% - under 30 years old
- 72.48% - 31 to 65 years old
- 21.56% - 65 to 95 years old (with the highest percentage in the age bracket of 76 to 80 years old).

PLACE OF RESIDENCE



- 57% Darwin (urban)
- 9% Darwin (rural)
- 17% Alice Springs
- 5% Katherine and Tennant Creek
- 11% Bathurst-Melville, Tanami, Coomalie, Cox-Finniss, Daly, Glen Eira, Groote Eyelandt, Sandover and West Arnhem

GENDER



AGED CARE SERVICES EXPANSION IN DARWIN, KATHERINE AND RAMINGINING

Carers NT is pleased to have secured funding through the Commonwealth Home Support Program Growth Funding Round (CHSP). This funding will support expansion of services in Darwin, and create new services in Katherine and Ramingining in East Arnhem Land.

In Darwin, this funding will allow the current day respite centre, Wulagi House, to open on Saturdays giving more opportunity for carers to access respite on the weekends. A three-hour twilight bus outing will be held twice a week for clients experiencing dementia with the associated behaviour of "sundowning" and Katherine will open a day respite centre for three to four days per week.

The flexible remote camp program will move from Darwin to Katherine towards the end of 2017 to provide increased opportunity for growth and financial sustainability. The opportunity to provide services in Ramingining is exciting and will see the opening of a day respite centre operating four days per week.



**NORTHERN
TERRITORY MLA'S
ACKNOWLEDGING
CARERS WEEK 2016**

RECONCILIATION ACTION PLAN

Carers NT continued to work on its Reconciliation Action Plan (RAP) during 2016-2017 and is excited to announce that it is close to being ready for endorsement.

The RAP is intended to strengthen Carers NT's sense of purpose in our work with Aboriginal and Torres Strait Islander people in the Northern Territory and recognises that 12.4 per cent of Aboriginal and Torres Strait Islander communities provide unpaid care and support to families and friends, compared to 10.5 per cent of non-Indigenous Australians.

Carers NT's RAP is formed on the principles of Respect, Culture, Relationships and Opportunities.

Staff at all levels across our organisation attended workshops and training facilitated by Mulga Gidgee and Dianne Borella Consultancy and participated in the development of the RAP. Carers NT has developed further networks and sustainable partnerships involving Aboriginal and Torres Strait Islander Elders, Community Members, stakeholders and service providers to progress outcomes of our RAP including direct input to the RAP from Carer representatives, Larrakia Nation Aboriginal Corporation, Croker Islander Stolen Generation, Danila Dilba Health Service and ALPA –The Arnhem Land Progress Aboriginal Corporation.

NDIS PREPARATION

Our staff have attended information and training sessions for the National Disability Insurance Scheme which commenced rolling out in our region to people living in supported accommodation in January 2017. Carers NT has also begun discussing the scheme individually with carers whose recipients are most likely to qualify.

**1 in 3 Northern Territorians
will become a carer in their lifetime**

PATRON AND BOARD

Carers NT is grateful for the ongoing support of our Patron, His Honour the Honourable John Hardy AM, Administrator of the Northern Territory and the guidance of our Board.

2016-2017 Carers NT Board Members:

- Dr Greg Shaw - President
- Juliet Rankin - Vice President
- Stephen Balch - Treasurer
- Lynne Strathie - Member (Life Member)
- Greg McMahon - Member
- Sandy Byard - Member

GOVERNANCE

Formed in 1992, Carers NT is an incorporated body which exists according to our constitution to:

1. Improve the health, wellbeing, resilience and financial security of carers, and
2. Promote the recognition of caring as a shared responsibility of family, community, business and government.

This is reflected in our Quality Policy which assures our clients of a high standard for service delivery in accordance with regulator specifications, legislation, regulations, codes of conduct, charters, and our contracts. The Policy is renewed annually and is subject to an annual audit by the ISO certifying body.

We have undergone the following compliance audits with no reported non-conformances:

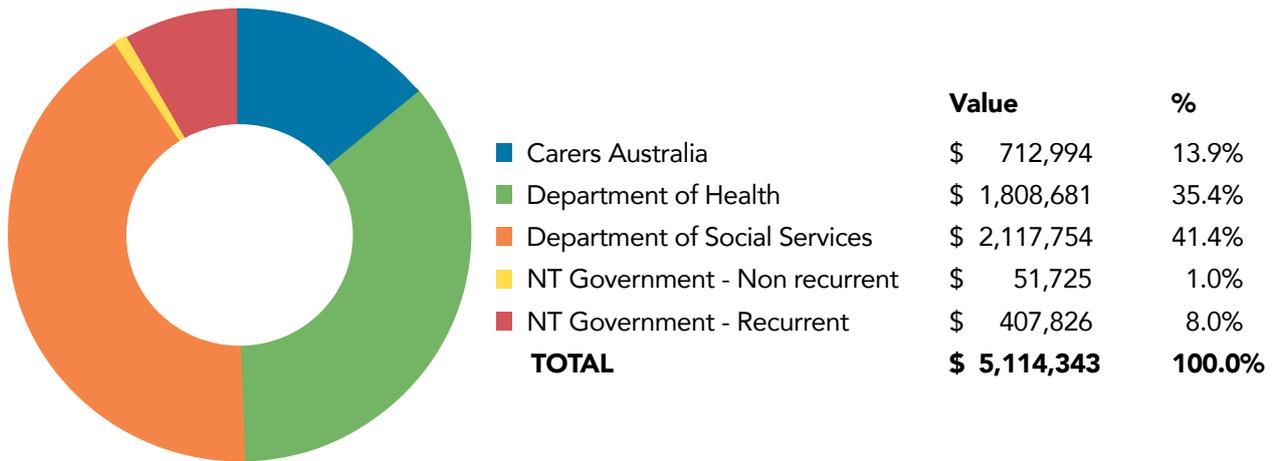
- Aged Care Quality Agency Audit
- External Financial Audit, conducted by BDO Australia – Darwin
- ISO-9001:2008 Recertification Audit



FINANCIAL PERFORMANCE

The net surplus of the Association for the 2016-2017 financial year was \$111,144 (2016 surplus: \$148,214).

2016-2017 FUNDING PROVIDERS



A full copy of the Financial Statements is available on request.

**ESTIMATED
30,000
CARERS in the NT**



**2 or 3 children
in every
Australian classroom
have some level of responsibility as a
CARER IN THEIR HOME**



**1 IN 8 EMPLOYEES ARE
IN A CARING ROLE**



Thank you for the generous contributions we receive from sponsors, local businesses and members of the community who assist us to support carers in the Northern Territory.





CONTACT US

For more information contact us on:

Phone: 1800 242 636

Email: carersnt@carersnt.asn.au

Post: GPO Box 1861, Darwin NT 0801

Darwin

59 Bayview Blvd, Bayview,

Katherine

Units 4-5, 27 Katherine Terrace

Alice Springs

Suite 1a, 40 Bath Street

www.carersnt.asn.au



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