


ANNUAL REPORT 2018 - 2019





With an estimated 30,000 carers in the Northern Territory, nearly everyone knows someone who's a carer or relies on one, and it's inevitable that each of us will be a carer or be cared for at some stage of our life.

Carers NT is the peak body dedicated to the needs and interests of carers in the Northern Territory.

Established in 1992, we are a non-profit, community-based organisation and registered charity. Part of the National Network of Carers Associations, we are recognised by Local, Territory and Federal Governments as the voice of family carers, representing their interests in the Northern Territory.

Operating from offices in Darwin, Katherine, Alice Springs and Ramingining, our role is to work in active partnership with carers, persons with care and support needs, health professionals, service providers, government and the wider community to achieve an improved quality of life for carers.

**WE ARE DEDICATED TO SUPPORTING
CARERS IN THE NORTHERN TERRITORY.**



FROM THE CHAIR

2018 - 19 has been a hugely successful and eventful year for Carers NT.

In February 2019, we had the opportunity to submit an application to become the Regional Delivery Partners for the Integrated Carer Support Service (ICSS) throughout the Northern Territory. This work will ensure that Carers NT is at the forefront in the provision of care services and adds to our long history of providing support services and advocacy for Territory carers. As an ICSS Provider, we can provide even better support, services, and advocacy for carers.

We have also been increasing our reach and services steadily over the year with further consolidation and strengthening of our activities in Ramingining and other Indigenous communities.

Across the Territory, in Katherine, Alice Springs and Darwin, carers are receiving benefits of our increased focus on broadening and deepening our services. With the introduction of the NDIS, we have focussed on how we will remain at the forefront of supporting Northern Territory carers and I welcome our NDIS registration as a service provider, and the increasing range of our services under this registration.

Our administrative staff and functions were moved to Harry's Place earlier this year. This move has provided a strengthened opportunity for collaboration with our partners, in particular, Carpentaria. Being located at Harry's Place means that we have stronger connections for operational efficiencies with our partners. We can also provide easier access for the majority of Darwin residents living in the northern suburbs.

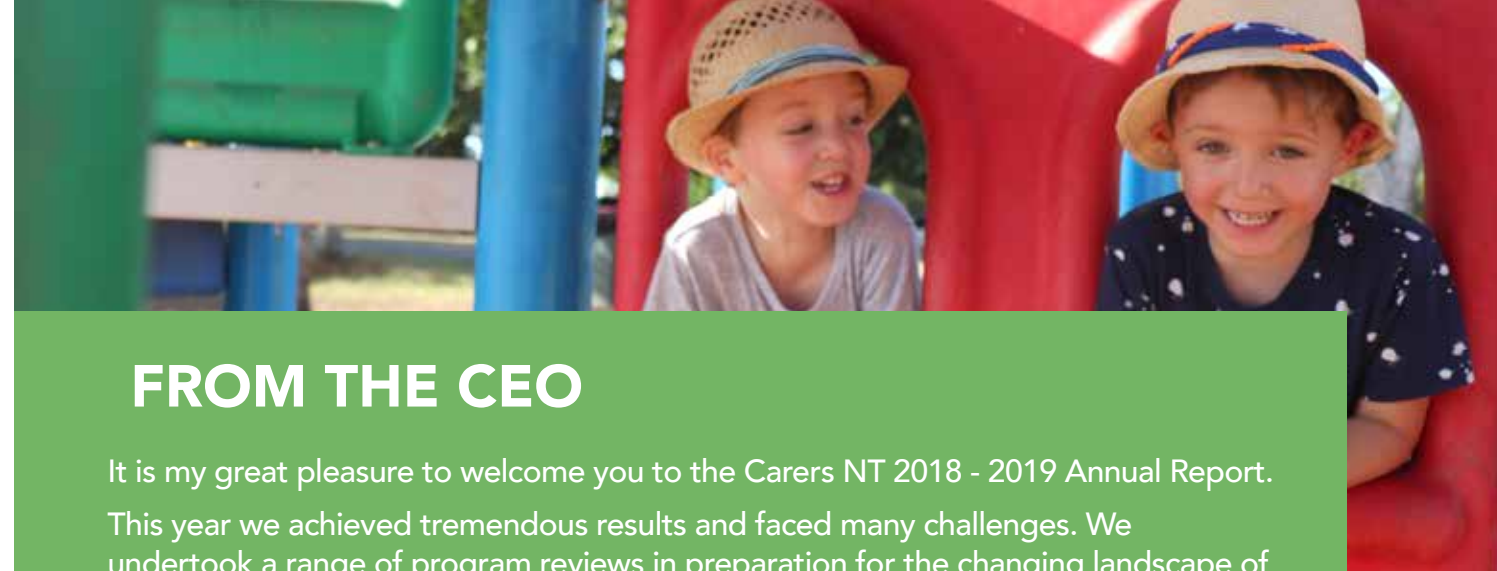
Carers NT has been working in close collaboration with other carer organisations across Australia towards developing an even stronger network. This includes ensuring that the work of Carers Australia is focused on carers in the Northern Territory and working closely with us as partners.

The work of Carers NT would not be possible without the dedication and commitment of our professional staff and our partners. In particular, we recognise the significant contribution that carers make to the Territory. We remain resolute in our commitment to advocating and providing the best possible services for carers in this rapidly changing landscape.

Greg Shaw
Chair, Carers NT Board of Directors



**"AS AN ICSS PROVIDER,
WE CAN PROVIDE EVEN BETTER
SUPPORT, SERVICES, AND
ADVOCACY FOR CARERS."**



FROM THE CEO

It is my great pleasure to welcome you to the Carers NT 2018 - 2019 Annual Report.

This year we achieved tremendous results and faced many challenges. We undertook a range of program reviews in preparation for the changing landscape of the National Disability Insurance Scheme, and the soon to be rolled out, Integrated Carer Support Services (ICSS) which will see Commonwealth Carelink and Respite Centres replaced with fewer ICSS providers servicing much larger regions. Whilst it is recognised these changes are essential to meet the future needs of the sector, it must also be acknowledged that the challenges and impact for staff were significant. At the time of writing this report, Carers NT is preparing to become the new ICSS provider organisation across the entire Northern Territory for the next five years. This is an important milestone achievement for the organisation and I thank all of the team involved in the preparation and submission of this important tender.

Leading an organisation through change can be complex, however, it is made less so when surrounded by a supportive Board and positive visionary leaders. I have the greatest admiration for our staff and carers who throughout the year remained unwavering in their commitment to the work they do and stood stoic in the face of uncertainty.

I am proud to report in our 2018 - 2019 Carers NT Annual Report that we have now extended our reach across the East Arnhem region of the Top End. Carers NT officially opened of the Lungurrma Community Services Hub in Ramingining on 7 November 2018. We held a large community event on the day and the Honourable Warren Snowden MLA did the honours of officiating the opening. Through this important initiative, we are now able provide increased support to more remote indigenous communities than ever before.

Moving forward, I am greatly encouraged by Carers NT's aspirations for the future; a future that inspires and develops leaders at all levels of capacity, builds on a culture of learning and acceptance, allows for mistakes and places a greater focus on the application of our learnings for the benefit of our clients and the communities that we work within.

This year's Carers NT Annual Report truly reflects the incredible work undertaken by staff across our expanded footprint, working in line with our strategic direction, values and vision.

I continue to be inspired by the courage and determination of those we support, their journeys and the challenges they face in pursuit of a positive future.

Steve Vitone
Chief Executive Officer,
Carers NT Limited



**"I AM GREATLY ENCOURAGED BY CARERS
NT'S ASPIRATIONS FOR THE FUTURE;
A FUTURE THAT INSPIRES AND DEVELOPS
LEADERS AT ALL LEVELS OF CAPACITY,
BUILDS ON A CULTURE OF LEARNING
AND ACCEPTANCE ... FOR THE BENEFIT
OF OUR CLIENTS AND THE COMMUNITIES
THAT WE WORK WITHIN."**

ABOUT US

THE YEAR IN REVIEW

2018 - 2019 HIGHLIGHTS:



SEPTEMBER

Young Carers attend at the Youth Health Forum

Young carer KN John Yusuf travelled to Canberra to represent the NT at the inaugural Consumers Health Forum of Australia. The Forum brought more than 50 young leaders to nominees of youth and community organisations together from across Australia. A great opportunity to meet with like-minded people and share ideas for positive change.



NOVEMBER

Official opening of Lungurrma Community Services Hub in Ramingining.

Carers NT, The Arnhem Land Progress Aboriginal Corporation and Bulunganum worked together to establish a new service Hub which will provide aged care and disability services and support the roll out of the NDIS.

FEBRUARY 2019

Move to Harry's Place

Carers NT's Darwin office moved to Harry's Place in Tiwi, a shared community space specifically designed for a range of organisations offering related services in the community services, allied health and disability sector.



Joined the SANE Australia network for online peer support.

SANE Forums were integrated into the Carers NT website to offer a safe and anonymous online space for individuals, families, friends and carers with mental health concerns to connect and share experiences. The network enables people who are geographically or socially isolated to become part of a welcoming and caring peer support community.

MAY

Registered NDIS service provider

Following a registration and accreditation process, Carers NT started delivering Support Coordination Services under the NDIS.

AUGUST 2018

New buses keep carers on the move

Carers NT unveiled two new 12 seater buses for the organisation secured through a major grant from the NT Government Community Benefit Fund. The buses provide vital transportation for Carers NT's clients in the Darwin and Katherine regions.



OCTOBER

Carer Friendly Business Awards

Dr Sandy Smirk, Nightcliff Plumbing and Gas and GHD were recognised in a formal award ceremony at Parliament House for their help and understanding of the needs of carers in the Northern Territory.

National Carers Week

Carers NT hosted a range of the events aimed at creating greater awareness about carers. A highlight of the week was simultaneous Family Fun Days in Darwin, Katherine and Alice Springs.

DECEMBER

New website launched

Aimed at making our information more accessible and comprehensive, the new website adds to the mix of communication channels available to keep carers up to date and in touch with support and information.



APRIL

Couch Surfing Comp

Young carers showed their support at the annual couch surfing competition on Youth Homeless Matters Day.

Young Carers Camp

Ten young carers, Carers NT staff and volunteers set off on the inaugural Carers NT Young Carers Camp at Mt Bundy Station. The camp highlighted the importance of peer support and reinforced that young carers in the NT do an amazing job and are not alone.



DEDICATED TO SUPPORTING CARERS IN THE NORTHERN TERRITORY

ABOUT US

OUR VISION

To have a community in which carers are recognised and valued as a significant asset in which they have access to timely and appropriate services.

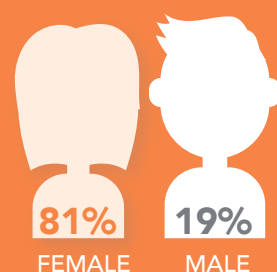
OUR VALUES

Equality - Empathy & understanding - Respect
Professionalism - Excellence - Commitment to staff

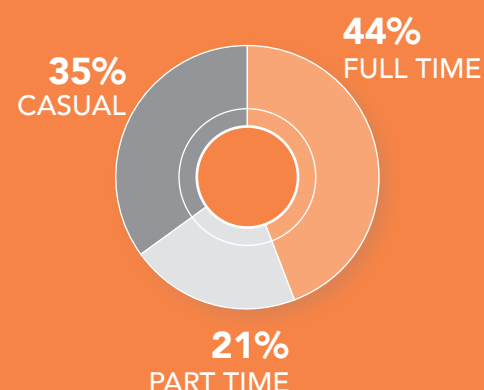
OUR WORKFORCE

To have a community in which carers are recognised and valued as a significant asset in which they have access to timely and appropriate services.

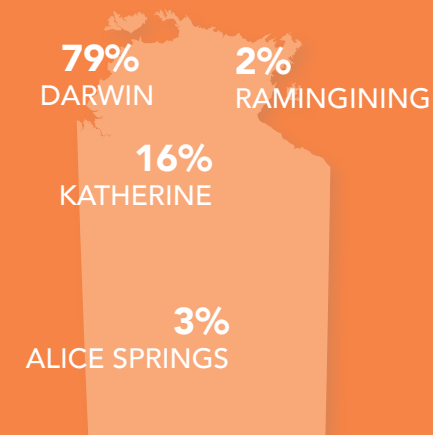
GENDER



EMPLOYMENT STATUS



WORK LOCATION



NOW A REGISTERED NDIS PROVIDER OFFERING SUPPORT COORDINATION SERVICES.

With the advent of becoming a Registered NDIS Provider, Carers NT started providing services to participants registered with the NDIS in May 2019.

Having first invested time in getting our staff members trained and our systems to be NDIS ready, we then undertook a process of market analysis and stakeholder consultations to determine where service gaps existed and to determine how Carers NT could best meet client needs the most. Once completed, it was then decided that the areas where we would concentrate on first were the provision of Coordination of Support (COS) and Short-Term Accommodation (STA) services.

Coordination of Support (COS) is a service area which involves us helping NDIS participants to access provider services and to meet the stated goals of their NDIS plans. Short Term Accommodation (STA) involves Carers NT supporting NDIS participants to access suitable accommodation facilities for short-stay and/or respite purposes.

At present we are delivering NDIS services in Darwin and Alice Springs, but are planning to expand our NDIS service capabilities across our entire operational footprint during 2020.

NEW SERVICE HUB IN RAMINGINING

Carers NT, The Arnhem Land Progress Aboriginal Corporation and East Arnhem Traditional Owners officially opened a new community services facility in Ramingining in November 2018.

The Lungurrma Ramingining Community Services Hub provides aged care and disability services and supports the roll out of the NDIS in remote areas, an innovative approach which will assist remote and very remote locations in the NT and possibly other jurisdictions.

The development of the centre is seen as a positive step in creating employment and capacity in the remote community.

Carers NT is very proud to work along side the Traditional Owners and community to establish services that meet the needs of Ramingining. The centre will enhance the range of services we are able to offer in the community, provide local employment and enable us to explore other opportunities to increase culturally appropriate supports for carers, persons of age, individuals living with disability and other Ramingining community members.

Carers NT has provided respite care in Ramingining for close to 18 years but until recently had not established an ongoing on the ground service. In February 2019, two large consultation rooms were added to the Lungurrma Hub complex to enable a range of allied health related services to also be delivered onsite. The establishment of the new centre will enable Carers NT to better assess the needs and interests of families living in the remote community.



THANK YOU TO OUR WONDERFUL, VALUABLE VOLUNTEERS

From its inception in February 2004, the Carers NT Volunteer, Community Support, Advocacy and Information Program was recognised as a vital support to people with disability who required assistance to access the community.

With the roll out of the National Disability Insurance Scheme and the funding being transferred into that scheme the Volunteer Program ceased after more than 15 years on the 30 June 2019.

Carers NT is incredibly grateful for the support provided by the volunteers over these years and will continue to enjoy their support for organisational activities such as events and community engagement. We hope to establish a non-funded program to continue with this vital support during the 2019 – 2020. Thank you.

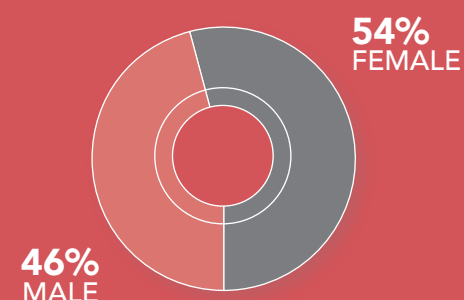


YOUNG CARERS

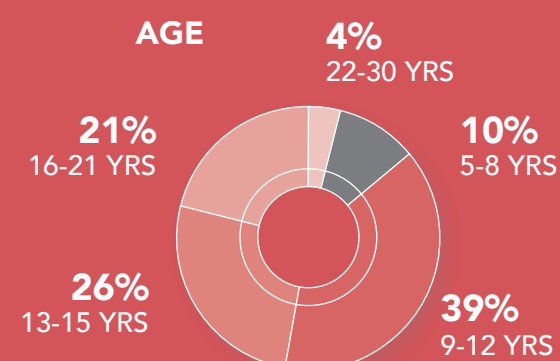
With an estimated 272,000 young carers in Australia, aged up to 25, including 78,000 young Australian carers under the age of 15, Carers NT recognises the challenges faced by many young people trying to juggle education, employment, duties at home and caring for their loved ones. Carers NT's Young Carers program supports carers aged 5 to 25 through a range of school holiday programs to enable them to connect with their peers, advice, counselling and respite options.

IN 2018 – 19, 103 YOUNG CARERS WERE REGISTERED WITH CARERS NT, 19% OF THESE PROVIDING PRIMARY CARE.

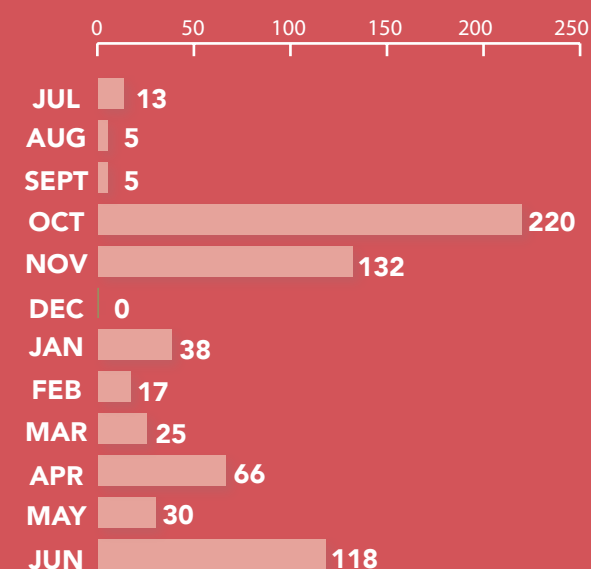
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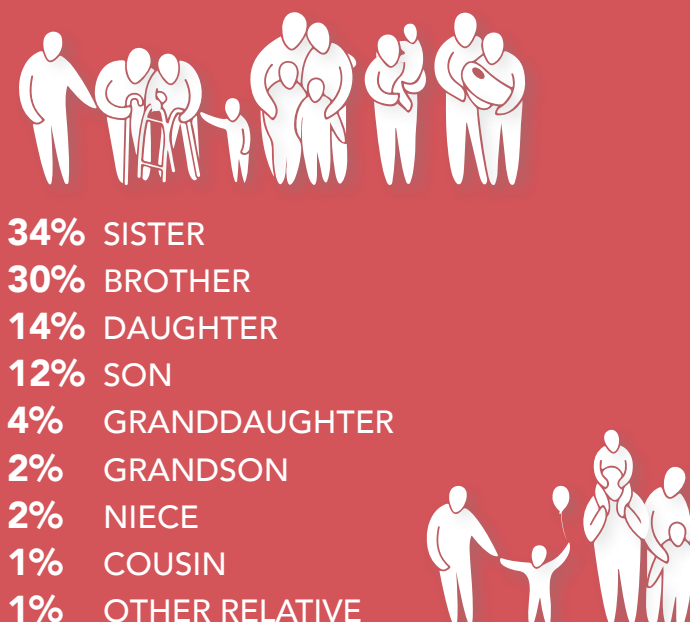
AGE



ENGAGEMENT ACTIVITIES



RELATIONSHIP TO CARE RECIPIENT



NORTHERN TERRITORY YOUNG ACHIEVERS AWARDS 2019

Young carers were recognised at the Territory's 2018 Young Achiever Awards in Youth Week for the contribution they make towards their families and the community.

Carers NT is incredibly proud to work with three of the young finalists who demonstrated a maturity and dedication to their family members way beyond their years. Not only providing unpaid care for their family members, they have also continued to participate in community activities and advocate for other young carers.

The 2018 Young Carers finalists:

- Davida Norris, 19, cares for her younger brother who has severe physical and developmental disability. Davida supports him with all activities of daily living including personal care, transport, communication and access to healthcare. Davida is active in her community as an advocate for young carers and people with disability.
- Eloy Mason, 16, provides up to 30 hours of care a week for his autistic brother. Due to Eloy's care, his brother enjoys a wide range of experiences and continually learns new skills. Eloy supports him to participate in a diverse range of activities including sport, drama and community performances. Eloy actively advocates understanding and acceptance of those with intellectual disabilities.
- Emma Symonds, aged 12, cares for her three brothers who have Autism Spectrum Disorder. Emma participates in activities with the Carers NT – Young Carer Program.

Special congratulations to Eloy who was also awarded 2018 NT Government Young Carers Award.



EMPOWERING CARERS

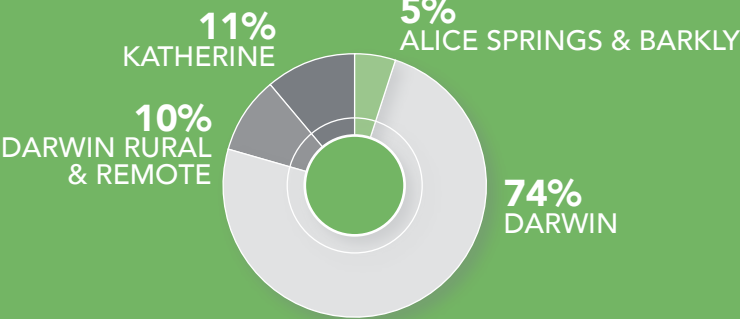
Carers NT supports carers in the Northern Territory to maintain their caring role and to take a break for themselves when they need to.

In 2018- 2019, carers who participated in our activities included:

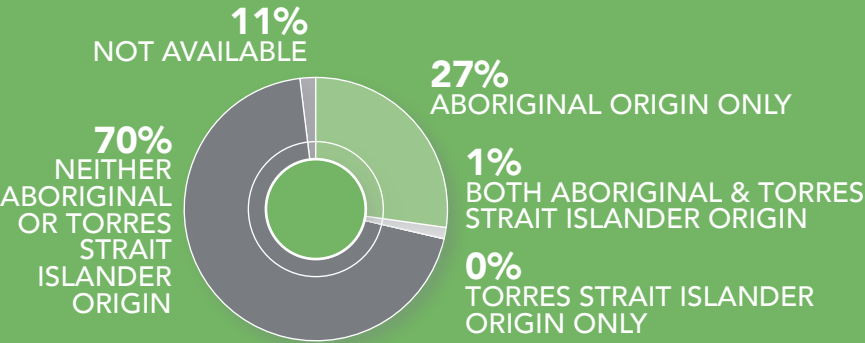
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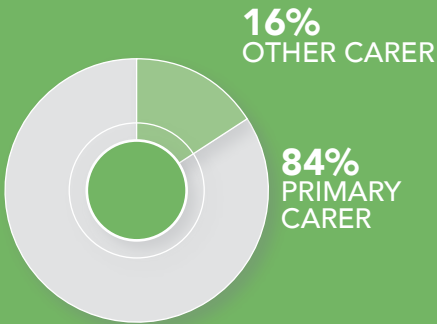
REGION



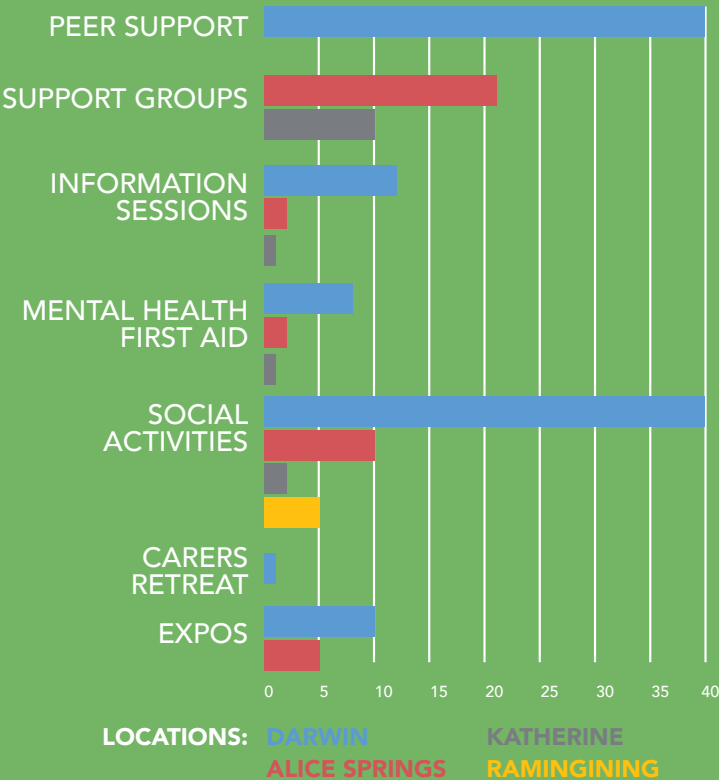
INDIGENOUS STATUS



CARING ROLE



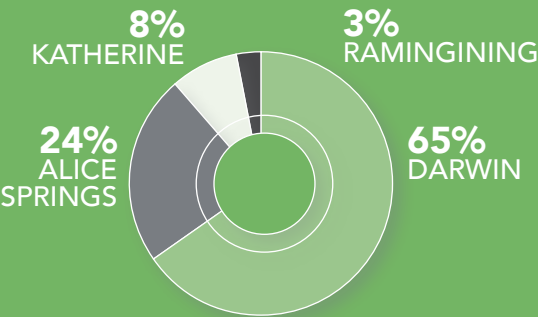
CARER SUPPORT ACTIVITIES



Carers have reported that they feel empowered when participating in educational workshops, information sessions and respite activities which enhances their capacity to make choices and transform those choices into desired actions and outcomes.

These activities assist carers in developing their own resources and support networks to help them overcome any barriers in their caring role. They gain confidence to take on the knowledge they gained from the workshops or information sessions and apply it to their own lives and caring roles.

CARER ACTIVITIES & EVENTS BY LOCATION



CARE FOR A CUPPA

Having a supportive environment in which you can relax and share stories is often all it takes to make a difficult day so much easier.

Carers NT now holds monthly "Care for a Cuppa" peer support groups in Darwin, Katherine and Alice Springs to give carers the opportunity to discuss day-to-day issues and develop capabilities and resilience to improve relationships with loved ones.



Carers who attend peer support groups have stated that it is a safe place to share, their comments include:

"WE LAUGH, WE CRY, WE SHARE, AND BEST OF ALL WE CARE. THAT IS WHAT CARERS DO."

"BUILDING FRIENDSHIPS"

"I DO NOT FEEL JUDGED"

"BUILDING FRIENDSHIPS"

"SHARING A MEAL WITH FELLOW CARERS AND LISTENING TO THEIR STORIES, I DO NOT FEEL SO ALONE"

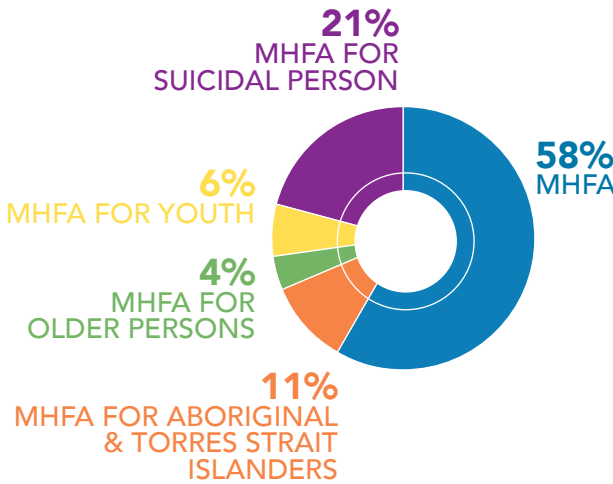
"SHARING A MEAL WITH FELLOW CARERS AND LISTENING TO THEIR STORIES, I DO NOT FEEL SO ALONE"

"PEOPLE LISTEN TO WHAT I SAY AND SHARE THEIR OWN EXPERIENCES"

MENTAL HEALTH FIRST AID

Each year one in five Australians will experience a mental illness. Unfortunately, many people are not knowledgeable or confident in how to offer assistance. While physical first aid training is accepted and widespread in our community, most training does not cover mental health problems.

Mental Health First Aid (MHFA) teaches people the skills to help someone who they're concerned about and provide early intervention and lifesaving skills. Across the 2018/2019 year Carers NT provided free MHFA training sessions to carers which assisted them to develop the necessary skills to intervene and assist in both crisis and non-crisis situations. Carers were then provided with an opportunity to become accredited in MHFA.





COMMUNITY ENGAGEMENT NATIONAL CARERS WEEK

National Carers Week 2018 in the Territory saw more than 2,035 people participate in over 22 events hosted by Carers NT and other service providers across Darwin, Katherine, Alice Springs and Ramingining. These events provided an opportunity to share the carers' message and build understanding of the issues they face and the support available to them. Increased interest from MLAs, Government Departments, Services provider and the broader community in supporting these events is testament to the valuable role carers play in our society.

Highlights included:

- The simultaneous Family Fun Days on Sunday 14 October in Darwin, Katherine and Alice Springs.
- Participation by the Bendigo Bank Northern Territory branches at Darwin, Nightcliff, Coolalinga, Katherine and Alice Springs.
- The Carer Friendly Business Awards 2018

CARER FRIENDLY BUSINESS AWARDS

Three Territory businesses and individuals were recognised in a formal Award ceremony at Parliament House during National Carers Week for their help and understanding of the needs of carers in the Northern Territory.

The Carer Friendly Business Awards recognise outstanding service that has made a positive impact and difference to someone in their caring role or for employers who demonstrate an understanding of the needs of a carer.

Recipients of the 2018 Carer Friendly Business Awards are:

Carer Friendly Employer
GHD, Brian Webster

Carer Friendly Service
Nightcliff Plumbing & Gas

Carer Friendly Employee
Dr Sandy Smirk, Royal Darwin Hospital

**"IT WAS VERY PLEASING TO BE NOMINATED
BY A CARER OF A PATIENT I LOOKED AFTER,
AND ALSO HUMBLING."** DR SANDY SMIRK, ROYAL DARWIN HOSPITAL

CHARITY GOLF DAY

18 teams of four participated in the 2018 Annual Charity Golf Day at the Darwin Golf Club, Marrara.

While Area9 came in as the winners on the green, the biggest winners on the day were the Young Carers who received all funds raised to support the inaugural Young Carer Camp held in April 2019.

Thanks to major sponsors on the day Paywise, Area9 and Gallagher Insurance. Hole sponsors included Able Finance, Darwin Port Corporation, Hays Recruitment, Bendigo Bank Limited, Top End Line Markers & Bridge Toyota.



WINE MAKERS DINNER

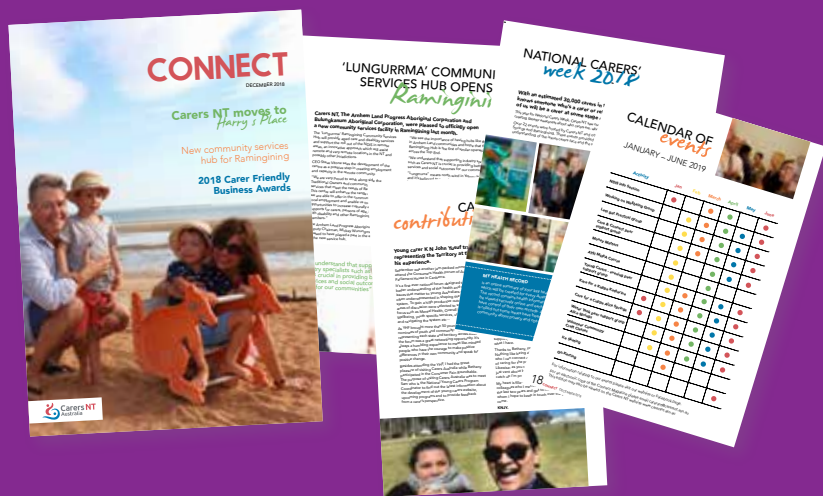
More than 130 guests enjoyed a Top End Dry Season night at Club Tropical in June for the Carers NT and Carpentaria Winemakers Dinner. The evening featured a five-course meal perfectly matched to the finest wines by Charlie Scalzi from God's Hill vineyard in the Barossa Valley, South Australia. The evening provided a perfect opportunity for stakeholders and business to support both organisations, increase understanding of the services they provide and connect with other supporters. All under a northern star lit sky.



COMMUNITY ENGAGEMENT

CONNECTING WITH OUR COMMUNITY

In December 2018 Carers NT launched a new website and a bi-annual magazine "Connect", both communication channels are designed to make information more accessible and improve the users' experience. Connect is available online and in print.



Initial response to the website has seen **5,244** unique users in its first six months, and **19,719** page views.



We also continue to develop our social media with two pages: **Carers NT** and **Young Carers**.



Carers NT
Facebook Likes

27% increase from 2018



Young Carers
Facebook Likes

Followers:



Female



Male

FINANCIAL PERFORMANCE

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019	2018
		\$	\$
Revenue			
- Grants	2	5,570,209	5,241,566
- Other income	2	671,885	673,972
Total Revenue		6,242,094	5,915,538
Expenditure			
Advertising and Promotion		57,020	40,670
Auspecting Fees		2,673	3,032
Bank Charges & Credit Card Fees		1,570	1,515
Board/Governance Expenses		48,859	20,628
Client Support Services		1,250,455	1,156,155
Depreciation		131,291	225,200
Impairment loss		54,000	-
Fundraising (Including gifts & contributions)		(55,720)	(71,124)
Insurance		46,588	45,040
Loss on Disposal on Non-Current assets		17,733	-
Miscellaneous Expenses	3	900,712	1,027,948
Motor Vehicle Expenses		206,512	305,546
Publications & Information Resources		13,790	15,000
Staff Costs		3,085,845	2,762,518
Sundry Expenses		753	3,986
Telephone & Internet		57,815	63,869
Travel & Accommodation		121,262	88,617
Total Expenditure		5,941,158	5,688,601
Net current year surplus		300,936	226,937
Other comprehensive income		-	-
Total comprehensive income		300,936	226,937

STATEMENT OF FINANCIAL POSITION AS AT JUNE 2019

	Note	2019	2018
		\$	\$
Assets			
Bank			
Bank accounts	4	3,813,609	3,454,742
Current assets			
Cash on hand	4	109,357	120,014
Trade and other receivables	5	171,520	57,753
Other current assets	6	15,007	6,811
Total current assets		4,109,493	3,639,320
Non-current assets			
Property, plant and equipment	7	643,089	712,675
Other non-current assets	6	5,000	5,000
Total non-current assets		648,089	717,675
Total assets		4,757,582	4,356,995
Liabilities			
Current liabilities			
Trade and other payables	8	311,890	129,705
Other current liabilities	9	1,508,889	1,517,076
Borrowings	10	16,920	17,696
Provisions	11	307,218	375,500
Total current liabilities		2,144,917	2,039,977
Non-current liabilities			
Borrowings	10	49,720	66,520
Provisions	11	64,274	52,763
Total non-current liabilities		113,994	119,283
Total liabilities		2,258,911	2,159,260
Net assets		2,498,671	2,197,735
Equity			
Current year earnings		300,936	226,937
Retained previous surpluses/ (accumulated losses)		2,197,735	1,970,798
Total equity		2,498,671	2,197,735

Please note: A copy of the full financials including Notes is available upon request.



THANK YOU

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.

PATRON AND BOARD

Carers NT is grateful for the ongoing support of our Patron, Her Honour the Honourable Vicki O'Halloran AM, Administrator of the Northern Territory and the guidance of our Board.

2018-2019 Carers NT Board Members:

- Dr Greg Shaw - Chair
- Stephen Balch - Secretary
- Lynne Strathie - Member (Life Member)
- Greg McMahon - Member
- Sandy Byard – Member
- Marie-Louise Person
- Gail March



Area9
IT Solutions



Nightcliff Community Bank®
Branch

Bendigo Bank

ABLE
FINANCE SERVICES

Bridge Toyota



HAYS
Recruiting experts
worldwide

Gallagher
Insurance Risk Management Consulting

paywise
salary packaging



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Katherine

Unit 4-5, 27 Katherine Terrace

Alice Springs

1/9 Parsons Street

www.carersnt.asn.au



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